Editha

Editha.336951@2freemail.com

Objective:

To pursue a good career in a company that gives me an ample opportunity to enrich my potential and to be part of a competitive organization that paves way to prove myself.

Work Experience and Job Description

Mourouj Hotel Apartment

Receptionist Cum Cashier

May 2008 till Date

* Welcoming guest from local areas as well as international
* Receiving phone calls for hotel bookings, reservation and rate inquiries
* Maintain customer’s relation by conducting fallow ups & ensuring customer satisfaction
* Providing continued customer cares and support, creating a friendly hospitable atmosphere

Golden Tulip Al Jazira Hotel & Resort

Receptionist Cum Cashier

April 2002 till March 2007

* Warmly Greeting the guest, answering their queries and guiding them to their appropriate individuals
* Maintain smooth relationship between hotel management and guest
* Register and make hotel room assignment
* Controlling all kind of cashiering and transaction at front desk
* Professional in appearance and demeanor and able to work shifts and week-end
* Answering the busy PABX telephone line

Al Diar JaziraHotel & Resort

Waitress Cum Cashier

December 1997 till March 2002

* To ensure a high level ofconduct and appearance compliance with the service
* To ensure customer’s standards with particular emphasis on courtesy, friendliness, honesty and helpfulness towards the guest
* To ensure customer queries are dealt with helpful and friendly manners and inform the Restaurant Manager
* Work closely with all other hotel’s department and to assure groups and especial function are handled smoothly

Zahker Hotel

Waitress

July 1992 till September 1996

* To ensure the cleanliness of the restaurant
* Taking customer’s order, preparing all the necessary things that needed in the restaurant
* To ensure that the guest order was taken and done in the proper order
* To ensure good service with a smile
* Clearing all the bills and make the proper hand over to the next shift.

Personal Information

Civil Status : Single

Nationality : Filipino

Birth of Date : October 15, 1966

Date of Issue : February 02, 2013

Date of Expiry : February 01 , 2018

Visa Status : Residence Visa

Language Spoken : English Tagalog

Educational Attainment

University Bachelor of Science in Hotel & Restaurant Management

 ( Undergraduate )

 Saint Jude College of Dimasalang Manila

Secondary Holy Rosary College

 Caloocan City

Primary A. Mabini Elementary School

Caloocan City

Training Attended

Guest Service Professionalism

Selling and Upselling

Yield Management and Communication Training

Cooking and Pastry in the hot and cold kitchen

Award

Best Employee of the quarter Award from October to December

Knowledge of Computer M.S Word , Outlook , Excel and Internet

Reference; Available upon request