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**ASTRALYN**

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**WORK EXPERIENCES**

**CLARK RESORT TRAVEL AND AMUSEMENT CORP.**

**FONTANA CASINO-** Clarkfield Pampanga

**Position: Casino Front Office – Reservation Agent** August 23, 2010-

Reporting to: Supervisor/Executive December 23, 2016

*Job Description*

* Receives and process members, junkets and walk-in booking reservations.
* Promotes quality customer booking service to ensure that all reservation request will be accommodated.
* Make room reservation,provide information and services to guests
* Answer inquiries regarding casino hotel/villa services and respond to guest’s complaints.
* Compile and check daily records sheets, guest accounts, receipts and vouchers using computerized or manual systems.
* Ensure that guests and VIP casino patrons are attended to in a professional manner during check-in/check-out and to ensure individual needs are handled promptly.
* Provide comprehensive guest services including information and hotel/villa facilities, translation arrangements, sight-seeing, villa ocular and restaurant booking.
* Taking and organizing reservation, allocating check-in/check-out of rooms and villas, organizing transformation service, issuing keys and other security arrangement, passing on message to customers and setting the accounts.
* Perform check-in and check-out services according to front office standards.
* Make room/villa reservation and assign rooms/villas according to guest/patrons needs
* Handle room/villa reservation, confirmation, and cancellation accurately.
* Post charge to room/villa and receive a cash or credit card payments.
* Address guest complaints in a timely manner and build positive guest relationships.
* Provide outstanding services and ensure guest satisfaction.
* Maintain confidentiality and security of members/guests information.
* Adhere to casino/hotel policies and procedures for operational efficiency.
* Performs general administrative and clerical duties as assigned.
* Performs multi-tasking for operational needs

**CLARK RESORT TRAVEL AND AMUSEMENT CORP.**

**FONTANA CASINO-** Clarkfield Pampanga

**Position: JIMEI Cardholder Usherette** January 2009-

Reporting to: VIP Service Superior/ Executive August 22, 2010

*Job Description*

* Assist casino guest aiming for Jimei membership
* Monitor members/guest/junkets playing transaction.
* Facilitates issuance of gifts/token for promotion and raffle events.
* Provides efficient casino VIP services for junkets, local guest, and VIP patrons.
* Records membership documents and updates information related to casino members and junket guest.
* Renders assistance for casino inquiries and request.
* Answers calls transferred and handled in a professional and courteous way as you would the most important VIP customer, all guest queries, problems, request etc.
* Fulfill all duties as appropriate including booking trips, issuing complimentary etc.

**CLARK RESORT TRAVEL AND AMUSEMENT CORP.**

**FONTANA CASINO-** Clarkfield Pampanga

**Position: Marketing and Event Assistant** November 22, 2007

Reporting to: VIP Marketing and Event Executive

*Job Description*

* Arranging promotional events.
* Assessing the result of marketing campaign.
* Assisting the executive in writing reports and analyzing data.
* Support the executive with the successful delivery of existing events, promotion and appeals to ensure a high level of income and awareness.
* Assist executive to arrange all documents and materials for the monthly promotion which is Fontana Bingo.
* Prepares slot play, Non-Negotiable chip, water theme park ticket, massage, villa accommodation vouchers as prizes for the raffle promo.
* Abet to monitor bingo event and raffle, which is the monthly promo of Fontana Casino
* In-charge to purchase requisition for department office stock.
* Monitor regular casino card holders birthday celebrators of the month for the issuance of birthday package based on their accumulated points.
* Handles souvenir materials issued for special occasions, holidays, and casino anniversary.

**GENESIS TRANSPORT SERVICE INC.** 28May-August 2007

Clark International Airport – ClarkfieldPampanga

**Position: Booking and Reservation Assistant**

Reporting to: Operations Manager

*Job Description:*

* Assigned at Clark international airport rendering and

providing transport service to passengers bound from

different destinations both domestic and international

* In-charge in issuing ticket reservation and booking passengers

fromClark bound to Manila, Bataan, Baguio, and Cabanatuan

* Providing and promoting excellent quality customer transport service

**RED RIBBON BAKESHOP INC**. 20September 2004-07October 2005

Hemady Satellite,

New Manila , Quezon City

**Position: Training Assistant**

Reporting to: Training Manager

*Job Description:*

* Handles preparation of all training programs related materials.
* Conducting Crew Training Program.
* Collates of pertinent training documents.
* Facilitates qualifying exams and other training activities.
* Conducting Crew Training Program orientation.

**LA MAJA RICA HOTEL AND RESTAURANT** 03March 2004-24July 2004

San Roque, Tarlac City

**Position: Restaurant Receptionist**

Reporting to: Hotel Manager

*Job Description:*

* Provides quality and efficient customer service
* In-charge of Catering reservations and bookings for all types of occasions.
* Handles advertisement and marketing promotions.

**4 POINTS TRAVEL AND TOURS AGENCY** 01August 2003-29February 2004

**Position: Ticketing Officer**

Tanedo St. Poblacion, Tarlac City

Reporting to: Manager

*Job Description*

* Prepares promo-tour packages.
* Handles airline ticket reservation and booking.
* Setting and handling passport requirements.
* Handles customer inquiries.

**AFRO-ASIAN TRAVEL AND TOURS INC.** 02December 2002-07March 2003

Ermita, Manila (Course Requirement)

**Position: On-the-Job-Training (Practicum**)

Reporting to: Operations Manager

*Job Description:*

* Handling Telephone Calls.
* Assisting in preparation of tour schedules and promotions.
* Marketing and promoting in-bound and out-bound tour packages through

telephone, e-mails, facsimile and giving flyers and brochures.

**SKILL PROFILE**

**Computer Skills**

• Microsoft Word

• Microsoft Excel

• Microsoft PowerPoint

• Internet Browsing

**Market Research**

• Data collection

• Interviewing Clients

**Customer Relation and Management**

• Identifying customer requirements

• Handling complaints and pressure

• Trouble shooting customer complaints

• Providing quality and efficient customer service

**PERSONAL BACKGROUND**

**Place of Birth** : Tarlac

**Marital Status** : Married

**Religion** : Roman Catholic

**Language Spoken** : English, Tagalog

**Citizenship** : Filipino

**Height** : 5’5”

**Weight** : 140 lbs.

**EDUCATIONAL BACKGROUND**

**Tertiary** UNIVERSITY OF BAGUIO 1999- 2003

 Upper General Luna Rd.Baguio City

**BACHELOR OF SCIENCE IN TOURISM**

**Secondary** SAINT ROSE CATHOLIC SCHOOL 1995- 1999 Sta.Rosa de Lima, Paniqui ,Tarlac

**Primary** ANAO CENTRAL ELEMENTARY SCHOOL 1989-1995

Anao, Tarlac

I do affirm that all of the above statements are true and correct to the best of my knowledge.