

**JENNY**

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**CAREER OBJECTIVES**

To secure a challenging career wherein my professional experience, knowledge and skills will be utilize towards professional growth and personal development and to contribute to the achievement of Company goals and objectives.

**CORE COMPETENCIES**

* Front Office experience
* Knowledge in Guest Service and cash handling
* Approachable, well presented and able to establish good working relationships with different people
* Excellent hospitality and customer service skills
* Possess total commitment to customer/guest satisfaction
* Excellent written and verbal communication skills in English and Filipino
* Strong organizational, administrative and analytical skills
* Energetic, self-motivated and hardworking
* Friendly and outgoing
* Ambitious and willing to learn

**WORK EXPERIENCE**

**RECEPTIONIST cum ADMIN/HR ASSISTANT , Abu Dhabi, UAE**

**JUNE 2015 to present**

Duties & responsibilities

* Welcomes visitors by greeting them in professional and polite manner.
* Answers telephones and directs the caller to the appropriate personnel.
* Takes and retrieves messages for various personnel.
* Provides callers with information such as company address, directions to the company location, and other related information.
* Receives, sorts and forwards incoming mail. Maintains and routes publications.
* Submits invoices every end of the month to close the petty cash report.
* Assists in the ordering, receiving, stocking and distribution of office supplies.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.
* Assists with other related clerical duties such as photocopying, faxing, filing and collating.
* Data entry for labours information, business cards, applicant profile.
* Filling documents in admin and accounts department (entering salary sheet in excel, time sheets)
* Can do basic admin and hr works (preparing documents for applying visa and for cancellation)

**FRONT OFFICE CLERK | ISLANDIA HOTEL CORP. ,Alaminos City, Pangasinan, Phils**.**|**

**Sept 2014 – April 2015**

Duties & responsibilities

* Smile, greet and welcome all guests to the hotel.
* Handle guest check-ins and check-outs appropriately
* Manage the registration process
* Take calls and provide information and transfer calls
* Provide guests with room keys and call for bellboys
* Take reservations over the telephone, through emails and in person
* Answer queries regarding the hotel’s services, charges, dining facilities, sports facilities and travel directions
* Refer guests to appropriate departments to resolve complaints or provide suggestions
* Compute bills and take payments
* Provide guests with directions around the hotel
* Contact housekeeping and maintenance departments when a problem is reported
* Explain appropriate use of keys and ensure that guests are satisfied with the rooms allotted to them
* Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift

**TEAM MEMBER – PIZZA MAKING | Philippine Pizza Inc. (PIZZA HUT)Manila, Philippines |May 2012 – May 2013**

Duties & responsibilities

* Prepare all food items consistently and adhering to all recipe standards
* Maintain a safe working environment by using proper food handling skills and following food safety guidelines
* Clean, stock, and restock workstations and display cases.
* Cook the exact number of items ordered by each customer, working on several different orders simultaneously
* Operate large-volume cooking equipment such as grills, deep-fat fryers, or griddles.
* Measure ingredients required for specific food items being prepared.
* Wash, cut, and prepare foods designated for cooking.
* Order and take delivery of supplies.
* Conduct inventory on food items and kitchen utensils

**EDUCATIONAL BACKGROUND**

**Tertiary Level Bachelor of Science in International Hospitality Management**

Perpetual Help College of Manila

Year 2010-2014 Manila, Philippines

**PERSONAL DATA**

Age : 24 years old

Birthday : October 26,1992

Place of Birth : Agno Pangasinan,Phils.

Status : Single

Nationality : Filipino

Height : 5’5”

Languages : Fluent in written and spoken English& Filipino

**CHARACTER REFERENCES**

Available upon request.