**CV No 2031450**

TRISTAN JOY

**CAREER OBJECTIVES**

To be subjected in such position that will bring out my skills I gathered in my previous experience and to enhance more capabilities to catch up with another job to mingle and deal with new comrades and do my best to become part of the success of respectable company.

**HIGHLIGHTS OF QUALIFICATION**

* Diploma in Computer Science (DWCV)
* 4 years of experience in entertainment industry, food & beverages and sales
* Extensive knowledge and analysis with a consultative approach in marketing.
* Can handle a work with minimum supervision.
* Can perform assigned task independently.
* Proven to be trustworthy in the aspects of company’s work confidentiality.
* Customer service, delivery, Cultural awareness and Guest courtesy.
* Excellent in written and oral communication skills of English language.
* Proficient in MS Word, Excel, PowerPoint, Email and Internet.

**WORK EXPERIENCE**

 ***DUBAI, UAE June 2012 – Present***

OVERALL DUTIES:

* **TICKET CONTROLLER / BOX OFFICE**
* Greet customers as they approach the ticketing counter and inquire into how they would like to be serviced.
* Check for seat availability in the system and provide customers with seating options.
* Assist customers in choosing good seats by guiding them on the seating map
* Take customers’ information, enter it into the system and ensure that proper information has been punched in.
* Print out tickets, ensure that date, time and seat numbers are accurately displayed.
* Hand over tickets to customers and ask them to verify information.
* Provide customers with any special information regarding their chosen show or an upcoming one that might be of interest to them.
* Inform customers of special deals or discounts on bundle tickets.
* Calculate amount of cash owed against number of tickets bought.
* Take payment in exchange of tickets sold and give back any due change.
* Word in a fast manner to ensure that customer queues are served quickly.
* Count cash in the cash register at the end of the shift and tally it with tickets sold
* Delve into any evident discrepancies and ensure that they are resolved before the end of the shift.
* Create and maintain reports of sold tickets and payments received.
* **CALL CENTER**
* Determines requirements by working with customers.
* Answers inquiries by clarifying desired information regarding their chosen show.
* Check for seat availability in the system and provide customer with seating options.
* Take customers’ information, enter it into the system and ensure that proper information has been entered / punched in.
* Sells additional services by recognizing opportunities to up-sell accounts; explaining new features and tickets promotions.
* Maintains call center database by entering information.
* **USHER**
* Politely directing and escorting customers to their seats.
* Providing customers with programs and other relevant materials.
* Visually sweep the theaters to check for potential safety issues and lost and found items.
* Be aware of and enforce appropriate house rules.
* Remain at assigned post throughout the event unless taking an assigned break.
* Must be aware of, and follow, the proper procedures for assisting customers with disabilities.
* Attend pre-event Usher meetings and other trainings as required by management.
* Other duties as directed.
* **CONCESSIONIST / FOOD & BEVERAGES**
* Take orders for food and beverages and prepare food items such as sandwiches, hotdogs, crepe, popcorn using appropriate quantities of ingredients.
* Follow proper sanitation guidelines during food preparation and packing activities.
* Acquaint customers with prices and packing options and follow instructions regarding portions and packing.
* Ascertain that sandwich wraps, popcorn cup, soft drinks cups, straws are made available before each shift.
* Process cash payments and tender change, along with ensuring that all received cash is well-accounted for and stored in a safe area.
* Participate in the set-up of concession stands, arrange inventory of supplies and communicate shortages of deficiencies to vendors or suppliers.
* Perform clean-up duties after each shift and ensure that concession stand is sanitized and tidied up for the next attendant.
* Handle light bookkeeping duties by creating and maintaining reports of cash received against food and beverage items sold.

**EDUCATIONAL QUALIFICATION**

Bachelor of Science in Computer Science from Divine Word College of Vigan City, Ilocos Sur, Philippines in March 2010.

**PERSONAL DATA**

Date of Birth: May 24, 1990

Civil Status: Married

Height: 5’7’’

Visa Status: Employment Visa

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

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 **TRISTAN JOY ARRANZ**

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| **TRISTAN JOY R. ARRANZ – CV No 2031450**To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on cvcontacts@gulfjobseekers.comWe will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |