

Contact HR Consultant for CV No: 338665

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A well presented, industrious and highly personable individual who has good customer service, sales and administrative experience in the hospitality industry. Possessing a huge range of abilities from providing support and leadership to colleagues. I am looking forward to making a significant contribution to an institution that offers a genuine opportunity for progression.

**WORK EXPERIENCE**

**Front Office Receptionist**

Fort Ilocandia Resort Hotel (5-star Hotel)

37 Calayab, Laoag City, Ilocos Norte, Philippines

March 18, 2015 to December 10, 2016

**Front Office Supervisor**

Kahuna Beach Resort and Spa (3-star Hotel)

Urbiz Tondo, San Juan, La Union, Philippines

May 11, 2014 to January 15, 2015

**Front Office Receptionist**

Kahuna Beach Resort and Spa (3-star Hotel)

Urbiz Tondo, San Juan, La Union, Philippines

March 11, 2014 to May 10, 2014

**Receptionist and Reservations Officer**

Thunderbird Resorts - Poro Point (5-star Hotel)

Poro Point Freeport Zone, City of San Fernando, La Union, Philippines

December 6, 2012 to March 10, 2014

**Receptionist and Reservations Officer**

Oasis Country Resort (3-star Hotel)

Sevilla, City of San Fernando, La Union, Philippines

January 2012 to June 2012

**Sales Representative**

Ar-john Enterprises

De Venecia Rd., Lucao District, Dagupan City, Pangasinan, Philippines

June 2011 to January 2012

**Counter/Cashier**

Kentucky Fried Chicken – La Union Branch

Quezon Ave., City of San Fernando, La Union, Philippines

May 2010 to December 2010

**JOB DESCRIPTION**

* Managing the multiple phone lines, screening the calls and transferring to the concerned department
* Responsible for processing room reservation thru fax, phone, email and mail
* Accepting and keeping records of advanced deposits on reservations
* Coordinating group reservations with the sales department and assisting walk-in basis reservations
* Checking the guarantees of credit cards and deposits for reservations
* Using proper procedures for amendments or cancellations of reservations
* Coordinating the convention and conference for group blocks reservations
* Processing and filing paper works correctly
* Handling customer concerns and complains properly
* Executing strong customer service abilities
* Responsible for all other duties instructed by superiors
* Assisting all guests on their check-in and check-out process
* Knowledgeable in OPERA System Version 4.0

**QUALIFICATIONS**

* Able to work independently and in a team setting
* Multi-tasking and able to adjust as per the changing environment
* Proficient in using computers and other the-like devices
* Have the knowledge in Internet and E-mail tools
* Able to be courteous towards the guests at all times
* Able to assist the callers with the inquiries and all other concerns
* Familiar with photocopying, scanning, faxing, printing of reports and presentations
* Excellent in oral and written communication
* With pleasing personality

**EDUCATIONAL ATTAINMENT**

**BS Hotel and Restaurant Management**

Don Mariano Marcos Memorial State University – Mid La Union Campus

City of San Fernando, La Union, Philippines

March 2011

**PERSONAL INFORMATION**

**Date of Birth:** April 20, 1990

**Place of Birth:**  Mangatarem, Pangasinan, Philippines

**Age:** 26 years old

**Height:** 165 cm

**Weight:** 57 kg

**Civil Status:** Single

**Nationality:** Filipino

**Languages:** English, Filipino