****

# MAUREEN VICTORIO CARPIO

Dubai Airport

Dubai, U.A.E

CAREER OBJECTIVE

To secure a position in Hospitality Industry organization with a stable environment, where to show my abilities & skills for entire guest satisfaction and company success.

PROFESSIONAL EXPERIENCE.

**WAITRESS April 2015 – Till to date**

* Worked in an All Day Dinning Restaurant & lounge bar with a busy operation for three serving periods.
* Perform all necessary tasks to service food & beverage according to the standards.
* Greet & Seat the guest and serve them professional and personalized way.
* Acquire the depth of knowledge of Food & Beverage.
* Practice good customer relations and attend to customer complaints and queries and satisfaction.
* Handling the guest and their orders.
* Preparation of mis-en place, attending training and updating company policies
* *Extend prompt services to all guests and treat guest and colleagues in a polite manner.*
* Actively use up selling techniques by exceeding guest expectation guest expectations and to increase revenue.

**Cross training in Accounts Receivable August – Till To Date Holiday Inn Express Dubai Airport.**

* *maintain up-to-date billing system*
* *generate and send out invoices*
* *follow up on, collect and allocate payments*
* *carry out billing, collection and reporting activities according to specific deadlines*
* *monitor customer account details for non-payments, delayed payments and other irregularities*
* *research and resolve payment discrepancies*
* *maintain accounts receivable customer files and records*
* *follow established procedures for processing receipts, cash etc*
* *process credit card payments*
* *prepare bank deposits*
* *communicate with customers via phone, email, mail or personally*
* *assist with month-end closing*

**Cross training in reception April – July Holiday Inn Express Dubai Airport.**

* Greeted, registered, and assigned rooms to guests
* Answered telephonic and in-person queries related to hotel services and resolved any issues
* Processed guests’ check ins and outs
* Prepared and completed room and restaurant bills
* Assisted guests’ in storing valuables in secure deposit box
* Handled payments through cash, checks and credit card

**Housekeeping Attendant May 2013 to March 2015.Madinat Jumeirah**.

* *To provide courteous, professional, efficient, and flexible service at all times in guest rooms, public areas and back of the house.*
* *To perform all the duties and tasks in the assigned place of work.*
* *To perform opening and closing procurers established for the place of work as assigned.*
* *To hand over to the Housekeeping Supervisor all lost and found item will full and details information.*
* *To keep all keys singed out in a secure manner and return then at the course of duty.*
* *To have a complete understanding of the different cleaning produces and there economical use.*

**EDUCATIONAL BACKGROUND**

2007 – 2009 : H.S.E. San Pablo high school with 87%.

2009 :Pampanga Computer learning Center. Pc operation(TESDA)

2016 :Basic Accountancy Certificate Course In Filipino Institute By Site Power In Dubai.

2016 :Basic Excel Certificate Course In Filipino Institute By Site Power In Dubai.

**TRAININIGS UNDERGONE**

Did cross training in reception.

Basic Food Hygiene.

Lobster Ink.( Breakfast, Up Selling, Bar, Coffee, Whiskey, Lunch, IHG Rewards)

Fish Philosophy.

Fire Safety.

Bomb Threat.

Phone Etiquette.

Problem handling skills

Stress management

**ADDITIONAL QUALIFICATION AND ACTIVITIES**

Excellent computer skills, proficient with Word, Excel, PowerPoint & Outlook.

Excellent knowledge of POS system. (Micro’s).

Winner in school level volleyball.

Runner up in district level volleyball.

**PERSONAL DETAILS:**

**Marital Status :** Single

**Date of Birth :** 09-07-1992

**Nationality :** Filipino

**Sex :** Female

**Interests / pastimes :** Playing Volleyball most sports and entertaining friends.

**Visa status :** Employment visa

**References**

**Crystal Duarte ,** F &B Senior Supervisor,Holiday inn express Dubai Airport.

**Deceralation.**

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

MAUREEN VICTORIO CARPIO

|  |
| --- |
| **MAUREEN VICTORIO CARPIO – CV No 2032104**  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.com](mailto:cvcontacts@gulfjobseekers.com)  We 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  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |