**ELLA**

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**CAREER OBJECTIVE**

To be able to apply for a job position deemed fitting to my qualifications and capabilities and be able to expand my skills in rendering my services to the company I am applying for.

**EDUCATION**

A Graduate of Bachelor of Science in Hotel and Restaurant Management at Systems Technology Institute, City of San Fernando Pampanga, Philippines.

**WORK EXPERIENCE**

* **FRONT OFFICE & DINING SUPERVISOR / HR-OIC**

Vera Hotel, Angeles City, Pampanga, Philippines

November 2, 2015 to January 15, 2017

**DUTIES and RESPONSIBILITIES**

* Assist guest in check-in and check-out procedure including necessary payments
* Provide information on guest inquiries and concerns
* Answering incoming calls and assist w/ reservation, confirmation, and room need request and questions
* Provide guest / appropriate room assignments, room keys, directions to the rooms
* Assist guests' w/ issues and complaints with empathy and focus
* Maintain accurate logs of mail, packages or other items of guest
* Accurate accounting of cash bank assigned to each agent
* Post charges to guest accounts as designated
* Facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due
* Preparing or updating employment records related to hiring, transferring, promoting, and terminating
* Explaining human resources policies, procedures, laws, and standards to new and existing employees
* Ensuring new hire paperwork is completed and processed
* Informing job applicants of job duties, responsibilities, benefits, schedules, working conditions, promotion opportunities, etc.
* Addressing any employment relations issues, such as work complaints and harassment allegations
* Processing all personnel action forms and ensuring proper approval
* Overseeing hiring process, which includes coordinating job posts, reviewing resumes, and performing reference checks
* **HOUSEKEEPING SUPERVISOR**

Green Canyon Eco Art Resort, Clark Special Economic Zone, Pampanga, Phils.

June 29, 2015 to October 30, 2015

**DUTIES and RESPONSIBILITIES**

* Assigns workers their duties and inspects work for conformance to prescribed standards of cleanliness.
* Investigates complaints regarding housekeeping service and equipment, and takes corrective action.
* Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
* Coordinates work activities among departments.
* Inventories stock to ensure adequate supplies.
* Evaluates records to forecast department personnel requirements.
* Makes recommendations to improve service and ensure more efficient operation.
* Prepares reports concerning room occupancy, payroll, and department expenses.
* Performs cleaning duties in cases of emergency or staff shortage.
* Examines building to determine need for repairs or replacement of furniture or equipment, and makes recommendations to management.
* Attends staff meetings to discuss company policies and patrons' complaints.
* Issues supplies and equipment to workers.
* Establishes standards and procedures for work of housekeeping staff.
* Advises manager, desk clerk, or admitting personnel of rooms ready for occupancy.
* Records data regarding work assignments, personnel actions, and time cards, and prepares periodic reports.
* **FRONT OFFICE SUPERVISOR**

Pre-opening Team

Vera Hotel, Angeles City, Pampanga, Philippines

December 2, 2013 to June 28, 2015

**DUTIES and RESPONSIBILITIES**

* Assist guest in check-in and check-out procedure including necessary payments
* Provide information on guest inquiries and concerns
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**TRAININGS and SEMINARS**

* On the Job Trainee under Hotel and Restaurant Division

(Food and Beverage Unit, Housekeeping Area, and Laundry Unit)

Mimosa Leisure Estate, Clark Freeport Zone, Pampanga Philippines

* On the Job Trainee under Hotel and Restaurant Division

(Front Office Area, Housekeeping Area, Accounting Department and Mini Bar and Linen Area)

Lewis Grand Hotel, Don Juico, Clark view, Angeles City, Pampanga Philippines

* On the Job Trainee under the Office Division

(Procurement and Property Division)

PAGCOR, Casino Filipino, Balibago, Angeles City, Pampanga Philippines

* Basic Bar Knowledge and Flair bartending Seminar

Bar Academy, Angeles City Pampanga Philippines

* Basic Hotel and Restaurant Industry Seminar

“Housekeeping, Front Office, and Food & Beverage Topics"

Hotel H2o, Luneta, Manila 1000 Philippines

* DOLE Seminar, “Career Quest 2012”

Heroes Hall, City of San Fernando Pampanga Philippines

* The 18th STINational Youth Convention

CAP Building, Camp John Hay, Baguio City Philippines

**ACADEMIC ACHIEVEMENTS**

* Primary 2005 – Salutatorian
* Primary 2005 – Award of Excellence for Outstanding Achievement
* Primary 2002 & 2003 – 3rd Place in Math Challenge
* Secondary 2006 to 2009 – Best in Shop (Dressmaking)
* Tertiary 2009 to 2013– Exam Scholarship Grant (STI College)
* SEED Scholarship Award c/o Hon. Oscar “OCA” Rodriguez

**SKILLS**

* Good Communication Skills
* Computer Literate(MS Office)
* Cooking
* Sewing

**PERSONAL INFORMATION**

Age : 23 years old

Date of Birth : February 12, 1993

Place of Birth : City of San Fernando, Pampanga Philippines

Civil Status : Single

Nationality : Filipino

Religion : Roman Catholic

Height : 5’3”

Weight : 99.2 lbs.

Language : English, Filipino

Character references are available upon request.

I certify that the information herein are true and correct to the best of my knowledge.