**KARREN**



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To be connected with an establishment company, where my skills and abilities can be tapped and maximized effectively, preferably positions that suit to mu qualifications.

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\* Windows 7, Windows XP, Windows 2003, MS Office ( 2003- 2010 )VBA

\* Excellence in Customer Service and Good Communication skills

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**NORWEGIAN CRUISE LINE** Miami Florida, USA 2015 2016 *Guest Services Assistant*

*\** Responsible for providing a variety of services and giving accurate, consistent information to guests in an efficient and courteous manner while maintaining a pleasant and accommodating personality, In order to consistenly exceed guest expectations and provide the highest level of product and services, additional duties and responsibilities may be assigned as needed.

\* Handle guest requests in an effective way by taking ownership of the request then following- up until the matter is finalized to the Guest's Satisfaction.

**RESORTS WORLD MANILA**  Manila Philippines 2014 - 2015

*Jr. Slot Assistant*

*\** Attend to Customer's needs and provide prompt, courteous & professional Customer Service. Front-liner for Slots Department to guest/players, We are required to conform and provide Excellent Customer Service. Teach new players on how to play the Slot machine and explain to them the different lines, bets, buttons ,free spins, Bonus feature & Jackpot Level.

**P.F CHANG'S CHINA BISTRO** Manila, Philippines 2012 - 2014

*Hostess*

*\** First impression of the Company. Attends to guest's queries / complaints and coordinate activities of dining room personnel to ensure prompt and courteous service to patrons is met. Answer and received telephone calls regarding reservations. Study the floor plan. And make sure that front desk is always clean and welcoming to the guest. Check to see that everything was wonderful. Not only is the host first impression the guest gets when they come an establishment they are also the last and asking for repeat business.

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**LYCEUM COLLEGE of ALABANG**  Manila, Philippines 2007 2009

***Associate of Hotel & Restaurant Services***

Coarses included general Hotel and Services classes with an emphasis on tourism.

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SEAFERER's Completion include:

SURVIVAL TECHNIQUE, FIRST AID ELEMENTARY, CROWDED MANAGEMENT, FIRE PREVENTION