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**Hannah**

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**EDUCATION**

**2013-2015**

**Bachelor of Science in Tourism Management**

Philippine Women’s College of Davao

**2011-2012**

**AB-International Studies major in Asian Studies**

Ateneo de Davao University

**SKILLS AND QUALIFICATIONS**

Computer skills: MS Word, MS Excel, MS Power Point;

Very good communication skills

Positive attitude, open- minded and goal – oriented;

Hardworking and responsible to the tasks given;

Well organized

**CAREER OBJECTIVE**

* To provide quality service using my existing talents and to acquire new fields of expertise.

**WORK EXPERIENCES:**

**THE ROYAL MANDAYA HOTEL – DAVAO, PHILIPPINES**

*Front Desk Associate*

January-June 2016

* Greets, welcomes and provides direction to the guests as they arrive;
* Manages the registration process;
* Asks for identification card/s and ensures that the provided credentials are accurate;
* Handles guest/s check-in and check-out;
* Answers queries on hotel’s services;
* Process and calculate customer’s bill and payment;
* Balances cash at the end of the shift and generates accounting reports for the benefit of the next shift
* Takes reservation/s over the telephone and in person

**CDL OUTSOURCING INCORPORATED**

*Administrative Staff*

April-November 2015

* Answers outgoing and incoming phone calls;
* Performs any other related administrative duties assigned by the Manager;
* Manages incoming documents from the clients, such as:

1) Processes the registration for new business,

**PERSONAL DATA:**

Birth date: April 23, 1994

Marital Status: Single

Height: 5’4

Languages: English, Tagalog

Visa Status: Visit Visa

2) Conducting field works necessary to accomplish the client’s requirements;

* Works in collaboration with Assurance and Operation Department to:Audit Files, Review and prepares documents needed to be filed

**WORLD FOOD EXPO MINDANAO FOOD PROCESSING & PACKAGING TECHNOLOGY EXPO (WOFEX)**

*Event Assistant*

**June 2014**

* Registers incoming guest/s from the event
* Assists the guest/s from their desired direction
* Attends to the instructions of the event organizers

**CROWN REGENCY HOTELS AND RESORTSCEBU, PHILIPPINES**

*On-the-Job Training*

**February – March 2014**

* Answers incoming phone calls from the guests
* Caters the needs& concerns of the guests
* Assists the guests from their desired direction
* Attends to the instructions of the Front Desk Head and General Manager

**SEMINARS AND TRAININGS:**

* NC 11: Front Office Passer (2013)
* An Abacus Subscription Program for School (ASPS) Passer (December 2014)
* The Art and Science of Flying with Philippine Airlines (July 2014)
* Learning from Star Cruises, A Resorts World Experience (July 2014)
* Hotel Operations and Procedures (July 2013)
* Health, It’s Our Right: A simulation of the 12th

Melaka International Youth Dialogue (September

2012)

* Pagpapatatag ng Samahang ASEAN

(September 22nd Philippine Foreign Relation Week)