**ANGELICA**

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[angelica.344453@2freemail.com](mailto:angelicamaranatividad@gmail.com)

***EDUCATIONAL BACKGROUND:***

**Bachelor of Science in Hotel and Restaurant Management**

Rizal Technological University, Philippines

SY 2010-2014

***WORK EXPERIENCE:***

#### Guest Relations Associate| July 2014 – November 2016

#### Discovery Shores Boracay ([The Discovery Leisure Company Inc](https://www.linkedin.com/company/653162?goback=%2Epyk_*1_*1_*1_*1_*1&trk=prof-exp-company-name).)

*Duties and Responsibilities*

* Works as a team leader and designate tasks to the other guest relations associate.
* Meets and greet guests as they arrive and bids them farewell as they leave.
* Assist them to their room and provides an informative tour of the property at the same time.
* Assist guests in the check-in process and Inputs information to the system (Hotel Information System).
* Handling guests arrivals and departures requests and inquires.
* Initiates room up sell opportunities and helps colleagues in closing up sell deals.
* Prepares a list of VIPs and Long staying guests and assigns them to other Guest Relations Associates for close monitoring.
* Plans, arranges and hosts events for long staying guests as an additional perk for staying a certain number of nights.
* Checks on guests’ over-all experience and prepares Daily Interaction Reports.
* Does the room set-up for the next day’s arrival including arrival letters, cards, banners and kits.
* Handles ocular inspections for travels agents and FITs.

#### F&B Attendant | January 2014 – June 2014

#### Sofitel Philippine Plaza

#### *Duties and Responsibilities*

* Looks after the necessary preparations before the start of operation.
* Handling reservations, welcoming and seating guests.
* Managed cash register and monetary transactions correctly.
* Does suggestive selling, takes order and serve food and beverages.
* Attends to guests’ inquiries, requests and complaints.

***ON-THE-JOB TRAININGS:***

|  |  |
| --- | --- |
| **Sofitel Philippine Plaza** | Sofitel Luxury Hotels |
| 720 Hours | October 24 –February 2014 |

1. **Hotel Practicum**
2. **Restaurant Practicum**

|  |  |
| --- | --- |
| **Crustasia Rockwell** | The Red Crab Group of Restaurants |
| 200 Hours | June 14 – July 24, 2013 |
| **Discovery Shores Boracay** | The Discovery Leisure Company |
| 360 Hours | April 22 – May 25, 2013 |

***TRAININGS ATTENDED:***

National Competencies (NC) from TESDA

|  |  |
| --- | --- |
| **Baking and Pastry NCII**  Certificate No. 12130502022315  436 Hours | Mandaluyong Manpower Development Center for TESDA  June 13, 2012 |
| **Front Office Services NC II**  Certificate No. 12130502018912  436 Hours | Gateways Institute of Science and Technology for TESDA  May 28, 2012 |
| **Bartending NC II**  Cert. No. 10130702027801  336 Hours | AsianTouch International Institute for  TESDA  December 31, 2011 |

***PERSONAL INFORMATION:***

Date of Birth : September 9, 1992

Place of Birth : Manila

Civil Status : Single

Citizenship : Filipino

Height : 5’ 2”

Weight : 110 lbs.

Languages Spoken : English, Mandarin (conversational), Tagalog

Other Skills : Computer literate (Microsoft Office) and Hosting

Visa Status : Visit

***REFERENCES:***

* Available upon request