**JANEZA**

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**PERSONAL INFORMATION**

* **Birthdate : July 06, 1994**
* **Birth Place : Binalonan, Pangasinan Philippines**
* **Height : 5’5 ft.**
* **Weight : 140 lbs.**
* **Sex : Female**
* **Civil Status : Single**
* **Religion : Christian**
* **Nationality : Filipino**

OBJECTIVE:

An enthusiastic individual offering excellence in communication and exceptional knowledge with food & beverage to provide excellence in hospitality services

**EDUCATIONAL BACKGROUND**

* **Elementary**  **Year [From] - [To]**
* School:Sumabnit Elementary School 1998 - 2005
* Address: Sumabnit Binalonan, Pangasinan Philippines
* **Secondary**
* School: Juan G. Macaraeg National High School 2005 - 2009
* Address: Bianalonan Pangasinan, Philippines
* **College**
* Course: Bachelor of Science inHotel & Restaurant 2009 - 2013
  + Management
* School: Panpacific University North Philippines Address:Urdaneta City, Philippines

**EMPLOYMENT HISTORY**



**Position:** F&B Hostess

**Company:** Sheraton Hotel Beach Resort and Spa

**Address:** Al Muntazah Street Sharjah, United Arab Emirates

**Date:** August 21, 2015 up to Present

**Job Description / Duties and Responsibilities:**

• Greet customers and seat them according to their preferences  
• Offer welcome drinks and beverages  
• Fill water glasses and refill beverages  
• Offer appetizers and alcoholic drinks  
• Take orders and provide information about menu items  
• Suggest menu items when requested by the customer  
• Relay patrons’ orders to the kitchen  
• Ensure that the order is prepared according to the menu  
• Ensure order quality and quantity prior to serving  
• Serve meals and side dishes  
• Deliver food carts to designated areas  
• Ensure that continued service is managed during the course of the meal  
• Keep a constant eye on the table to gauge needs and fulfill them immediately  
• Total customers’ check and take it to them  
• Accept payment in cash and credit card  
• Clear table and clean table tops  
• Change table cloths and clear dishes and flatware  
• Carry dishes and flatware to the kitchen  
• Ensure that all tables replenished with eating dishes  
• Collect menus at the end of the shift



**Position:** hostess

**Company:** Puerto del Sol Beach Resort& Hotel Club

**Address:** Bolinao Pangasinan Philippines

**Date:** April 2014– May 2015

**Job Description / Duties and Responsibilities:**

* Does necessary preparations and set-up before the restaurant open and before start of function/event.
* Assisting the guest, present the menu and answering questions about menu items, making recommendations upon request.
* Takes and serves food & beverage order according to the prescribed standard and sequence of service.
* Know the menu and the preparation of dishes in detail.
* Serve customers in a friendly and helpful manner.
* Does clearances and bring bills to the customers.
* In charge and responsible for the control of several tables in a service station.



**Position:** hostess/Cashier

**Company:** Bayview Park Hotel Manila **Address:** Roxas Boulevard Manila, Philippines

**Date:** May 2013– February 2014

**Job Description / Duties and Responsibilities:**

* Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
* Stock service areas with supplies such as coffee, food, tableware, and linens.
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Clean tables or counters after patrons have finished dining.
* Take orders from patrons for food or beverages.
* Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
* Provide guests with information about local areas, including giving directions.
* Present menus to patrons and answer questions about menu items, making recommendations upon request.
* Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Collect payments from customers.
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Perform cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.
* Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
* Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
* Escort customers to their tables.
* Prepare tables for meals, including setting up items such as linens, silverware, and glassware.

TRAINGS/CERTIFICATES

* Pre-Opening Team Sheraton Sharjah Beach Resort & Spa Certificate
* Guest Service Center Cross Training Certification
* Certificate of Appreciation (Monthly Employee Gathering)
* Certification of Food Hygiene Practice Training (Sharjah Municipality)
* On Board Trainings MS San Paolo Negros Navigation Cruise Ship
* On the Job Training Hotel Henrico Legarda Baguio City Philippines

**SPECIAL SKILLS / INTERESTS**

* Adept in Food and Beverage Operation, Preparation and Service,
* Proficient in Leadership and Guest Relations
* Knowledgeable in Basic Computer Applications (MS Office, Internet)
* Guest Services
* Telephone Etiquette
* Communication Skills
* Cash Handling (POS System)