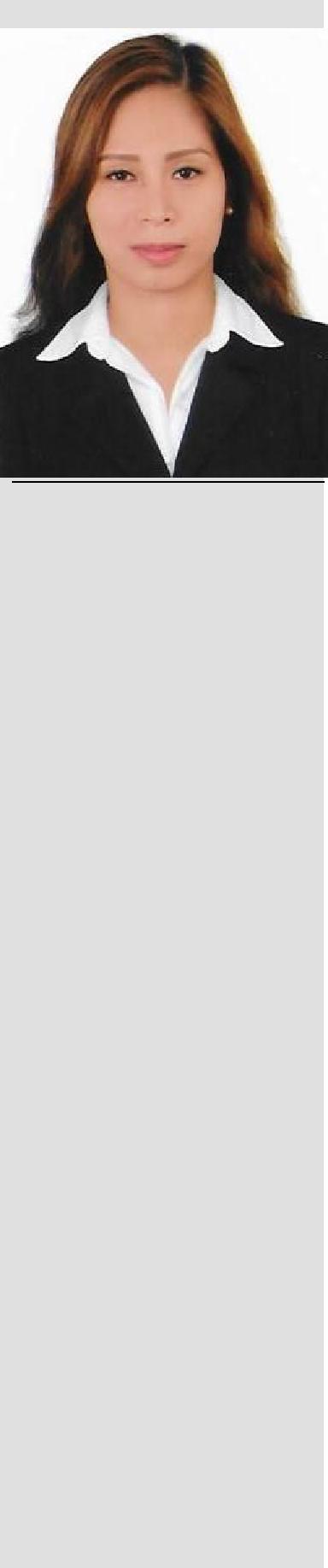
Lanie 

Mobile #:



Address:

Nisa Building Al Karama, Dubai,

United Arab Emirates

Home address:

Princess Homes San Bartolome, Novaliches, Quezon City, Phillipines

PERSONAL DETAILS

Age: 30 years old

Height: 5’3

Weight: 104 lbs.

Religion : Roman Catholic

Passport No: EC0879368

DOI – 21-04-2014

DOE – 20-04-2019

Visa Status: Employment Visa

Marital status: Single

Nationality: Filipino

Language: Tagalog, English

*References are furnished upon request*

[Lanle.347522@2freemail.com](mailto:Lanle.347522@2freemail.com)

Competency Summary

*Profile Synopsis*

*A well-presented, articulate and confident individual with a proven ability to provide exceptional customer service and ensure that guests leave with a lasting positive impression of their experience. Having an outgoing personality, good interpersonal skills and the ability to work in multi-national team environment with confidence and minimal supervision, comfortable working in a fast paced environment and able to build and maintains good relationships with work colleagues through a genuine desire to understand their needs and support them.*

*Career Objectives*

*To build a fulfilling career in a competitive environment where I can utilize and further develop and enhance my knowledge and skills in the field that I’m into, a job that could challenge my ideas and skills for me to be the best. Managing to handle pressure environment and problems that may arrived .To enhance my knowledge and develop my abilities and skills into a wider and higher level.*

Career Path

|  |  |
| --- | --- |
| BATEEL INTERNATIONAL LLC | March 18,2010 up to Present |
| Dubai Investment Park |  |
| Jebel Ali, Dubai United Arab Emirates |  |
| Assistant Restaurant Manager |  |
| Lima City Hotel | June 4, 2009 – January 26,2010 |
| Lima Technology Center |  |
| Batangas, Philippines |  |
| Hotel Receptionist |  |
|  |  |
| Proven Job Roles |  |

Assistant Restaurant Manager

Create a positive guest experience by delivering a high level of service and ensuring all staff engages guests to understand their needs and exceed expectations.

Ensure all cash handling procedures are upheld. Is accountable for store funds while running a shift.

Follow and directs team members to follow store policies, procedures and adhere to merchandising and cleanliness standards.

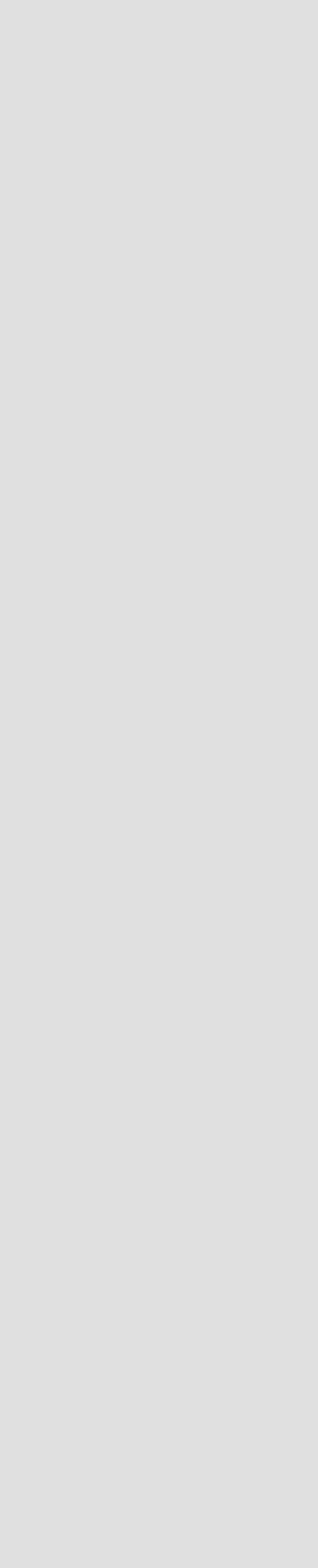
Will provide guidance and actively set an example for team members, ensuring that all standard operating procedures are maintained and followed.

Achieves restaurant operational objectives by contributing information and recommendations to strategic plans and reviews, preparing and completing actions plans, implementing production, productivity, quality, and customer-service standards.

Controls costs by reviewing portion control and quantities of preparation, minimizing waste.

Maintains ambiance by controlling lighting, background music, standard operation equipments and utensils quality and placement, monitoring food presentation and service.

Maintains safe, secure, and healthy environment by establishing, following and enforcing sanitation standards and procedures, complying with legal regulations, securing revenues.



ACADEMIC QUALIFICATION

College:

Bachelor of Science in Secondary

Education ( BSED )

San Pablo College Laguna,

Philippines 2005

Secondary:

Lusacan National High School

Quezon, Phils. 2002

Primary:

Padre Garcia Central School

Batangas, Phils. 1998

Technical Qualification:

Computer Literacy, MS word, Excel, Office Version, Encoding, Basic Accounting, Customer Service.

TRAININGS & SEMINARS

Person In-Charge Training

Personal and Food Hygiene

Training

Health and Food Safety

Management

Customer Service Standards

Resource Management in

Hospitality

Food and Beverage Operation

Management

Personal and Professional

Development

Good Communication and

Telephone Techniques

Human Resource Management in

Hospitality

Leadership And Strategic management

Resolves product or service problems by clarifying the customer’s complaint, determining the cause of the problem, selecting and explaining the best solution, expediting correction or adjustments, and follow up to ensure resolution.

Consistently review operations and staff to identify any problems, concerns, and opportunities for improvement.

HR Assistant ( Reliever )

Maintain eligible candidate list, provide names of eligibles to department representative upon appropriately approved requests.

Provide customer service by telephone, screen and direct telephone calls, take and relay messages, respond to employment verification requests, salary and benefit surveys, and other request for information.

Select applicants meeting specified job requirements and refer them to human resource executive.

Inform job applicants of their acceptance or rejection of employment.

Receptionist ( Reliever )

Provided timely, courteous and knowledgeable response to information requests, screened and transfer calls.

Filing and safe keeping of important business documents and correspondences. Maintain stock of stationery and supplies, liaising with procurement department.

Responsible for the coordination of shipping requirement to courier or forwarding agents. Communicated effectively with multiple departments and established strong relationship

to gain support successfully achieve results.

Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges).

Hotel Receptionist

Welcomed guests upon entry to the hotel, assisted with check in and check out. Issued room keys to guests and made certain that keys issued are correct.

Introduced amenities and services to guests for their information and guidance.

Responsible for guest reservations, monitoring guest emails and mail inquiries including assisting current and future guest local travel arrangement.

Undertake front of the house duties including meeting, greeting and attending to the need of guests with superb customer service.

Build a good rapport with all guests and resolves any complaints or issues quickly to maintain high quality customer service.

Assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.

Responsible for accurate and efficient accounts and guest billing process.

Administer all routes of reservations to ensure that room bookings are made and recorded accurately.

Keep up to date with room prices and special offer to provide accurate information to guests.

Direct experience with maintaining reservation system, room assignment and processing hotel documents.

Coordinating conference and meeting space based on the requirements and handling event planning issues.

Lanie

Applicant