****

**ARLICA**

Contact #: C/o 0505891826

Email address: [arlica.358212@2freemail.com](mailto:arlica.358212@2freemail.com)

**CAREER OBJECTIVE**

To seek a position to fill the needs of an individuals and group in the industry focusing on my acquired knowledge, skills and attitude to become an effective and efficient team player and contributor to the development of the Organization.

**EDUCATIONAL BACKGROUND**

**Canadian Tourism and Hospitality Institute** **June 2015 – September 2015**

Front Office Services Certificate

**Saint Louis University, Baguio City June 2011- May 2015**

BS Hospitality and Tourism Management

Major in Travel and Tours Management

**Colegio de San Juan de Letran-Calamba June 2010- March 2011**

BS Tourism Management

**Saint Vincent College of Cabuyao June 2006- March 2010**

Mamatid, Cabuyao, Laguna

Secondary Level

**Colegio de Sta. Cecilia June 2003-March 2006**

Mabuhay City, Mamatid, Cabuyao, Laguna

Intermediate Level

**SEMINARS/ TRAININGS/ WORKSHOP**

**“Passenger Handling for Airport Services” January 11-22, 2016**

PAGSS, Manila Philippines

**“Dangerous Good Awareness Category 9” January 21, 2016**

PAGSS, Manila Philippines

**“PAGSS Safety Management System and Human January 21, 2016**

**Factor Seminar”**

PAGSS, Manila Philippines

**“Baguio Mock Tour” March 16, 2014**

Mary Heights Campus, Bakakeng, Baguio City

**“Lecture- Demonstration in First Aid July 29, 2013**

**(with Adult CPRDemonstration)**

Saint Louis University AVR

Mary Heights Campus, Bakakeng, Baguio City

**“Food Handlers Orientation Seminar” December 07, 2012**

Health Services Office, Baguio City

**“Global Trends/ Standard Design” November 25, 2012**

Florence Hall, Hotel Veniz, Baguio City

**“What it takes to become a Flight Attendant: September 30, 2012**

**Cabin Crew and Safety Workshop”**

Jdion Derek Career, City Light Hotel, Baguio City

**“Marketing & Media: Two Living Forces for Tourism February 24, 2011**

**Development and Promotion”**

St. Martin de Porres Bldg.

Colegio de San Juan de Letran- Calamba

**“Hotel familiarization focusing on Hospitality February 19-20, 2011**

**Operational Management”**

Pastor Hall, Pontefino Hotel and Residences,

Batangas City

**WORK EXPERIENCE**

**JUNE 2016-MARCH 2017, Concierge Executive**

**Azure Urban Resort Residences**

* Welcome Guest and Residents
* Process check-in and check-out of guest
* Answering telephone calls and emails
* Handling guest complains
* Transportation and Maintenance assistance
* Receiving goods and deliveries on their behalf

**FEBRUARY 2016-APRIL 2016, Passenger Service Agent- Trainee**

**Cathay Pacific Airways-PAGSS**

* Greetings and checking passenger documentation
* Queuing of passengers
* Issuing boarding pass and baggage labels
* making announcements at the boarding gate, and assisting with boarding and security
* CIQ(Customs/ Immigration/Quarantine) helps locating missing passengers
* At the boarding gate, gate queue, check boarding pass, raises of card for the boarding passes/numbers
* Filing of all Passenger documents after flight

**AUGUST 2015-SEPTEMBER 2015, Front Desk Practicum Trainee**

**Infinity Tower Suites**

* Register guests and assigns rooms.
* Assists in preregistration and blocking of rooms for reservations.
* Cash handling policies and procedures.
* Knows room locations, types of rooms available, and room rates.
* Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms.
* Process guest check-outs

**FEBRUARY 2015- APRIL 2015, Practicum Trainee**

**Air France KLM Royal Dutch Airlines**

* Administrative work like segregating/ filing of telex messages, assist in photocopies, filing of documents, assist in double checking of invoice/billing
* At the check in counter, Online check-in using IPAD, tagging of bags, Queuing of passengers
* At the boarding gate, gate queue, check boarding pass, raises of card for the boarding passes/numbers
* CIQ- Customs/ Immigration/Quarantine, helps locating missing passengers

**QUALIFICATIONS, SKILLS, INTEREST**

* Possess computer skills such as MS Applications (Excel, Word, & PowerPoint)
* Hospitable, hardworking and a fast learner.
* Has a commitment to provide quality service to clients and staffs
* Can work under pressure and teamwork spirit
* Dedication on all assigned tasks/Projects.
* Ability to learn new skills or software.
* Flexible to work with other co-worker

**ACHIEVEMENTS**

* **Front Office Operations NC II**  **July 24, 2015**

TESDA

**PERSONAL DATA**

**Date of Birth:** July 29, 1994 **Status:** Single

**Place of Birth:** Baguio City **Sex:** Female

**Citizenship:** Filipino **Religion:** Roman Catholic

I hereby certify that the above information are true and correct as to the best of my knowledge.