**JOEFER**

[**JOEFER.364210@2freemail.com**](mailto:JOEFER.364210@2freemail.com)

CAREER JOB OBJECTIVE:

To be a part of a company in where I can attain professional growth by learning new skills, share my abilities, capabilities and experiences, to have an opportunity to reach and build new goals by rendering my service with dedication, honesty, loyalty, transparency and perseverance.

**CAPABILITIES:**

**Has the ability to accept assignment and can independently handle the duties with less and minimal supervision, open-minded, committed to the job, hardworking and a couple with positive attitudes towards life and adoptable in nature and always interested to learn more about career advancement.**

SKILLS SUMMARY:

* Highly skilled in greeting and registering guests, and assigning their appropriate rooms.
* Proven ability to assist guests with room booking, changing and reservations cancelling.
* Adept at computing bills, collecting payments, and making change for guests.
* Hands-on experience in keep records of room availability and guests’ accounts manually and by means of computers.
* Well versed in performing simple bookkeeping activities including balance of cash accounts.
* Able to confirm customers’ credit and establish how the customer will pay.
* Demonstrated ability to review accounts and charges with guests for the period of the check out procedure.
* Extremely capable of answering inquiries related to hotel services, registration of guests, and shopping, dining, leisure, and travel directions.
* Special talent for posting charges of rooms, food, liquor, or telephone calls to ledgers by hand and by means of computers.
* Demonstrated expertise in providing and ensuring high-quality guest relations.
* Knowledge of advising housekeeping staff when rooms are ready for cleaning.
* Excellent verbal and written communication skills.
* Dedicated and careful—high level of accuracy and attention to detail.
* Fluent in English.
* Excellence in Computer: MS Word, Excel, Outlook and PowerPoint.

SUMMARY OF EXPERIENCE:

Position: FRONT OFFICE AGENT

Company: PLAZA DEL NORTE HOTEL AND CONVENTION CENTER

Duration: APRIL 10, 2016 – APRIL 10, 2017

Address: Brgy Balacad Laoag City, Philippines

Job Description:

* Register guests and assigns rooms. Accommodates special requests whenever possible.
* Assists in preregistration and blocking of rooms for reservations.
* Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
* Understands room status and room status tracking.
* Knows room locations, types of rooms available, and room rates.
* Must be sales-minded. Presents options and alternatives to guests and offers assistance in making choices.
* Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
* Knows the location and types of available rooms as well as the activities and services of the property.
* Coordinates room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early chek-ins, special requests, and day use rooms.
* Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
* Maintains guest room key storage, and maintains and supervises access to safe deposit boxes.
* File room keys ( only for manual room key hotels)
* Knows how to use front office equipment.
* Process guest check-outs.
* Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange,
* Follows procedures for issuing and closing safe deposit boxes used by guests.
* Works closely with the housekeeping department in the keeping room status reports up to date and coordinates requests for maintenance and repair work.
* Uses proper telephone etiquette.
* Performs cashiering tasks like bill / invoice settlement, posting charges to the guest, paid out’s, Foreign currency exchange etc.
* Uses proper mail, package, and message handling procedures.
* Reads and initials the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
* Attends department meetings.
* Reports any unusual occurrences or requests to the manager or assistant manager.
* Knows all safety and emergency procedures, is aware of accident prevention policies.
* Maintains the cleanliness and neatness of the front desk area.
* Understand that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts.

INTERSHIPS:

Company: ASTORIA PLAZA

Position: Food and Beverage and Front Office Department

Address: Escriva Dr. San Antonio Pasig, Metro Manila

Duration: Januaray 25 – Feb. 25, 2016

Company: AIR ASTANA, EURO TRANS AIR SERVICES INC

Position: Guest Service Assistant

Address: 6760 Ayala Ave. Makati City, Metro Manila

Duration: November 10, 2015 – Jan. 16, 2016

Company: PLAZA DEL NORTE HOTEL AND CONVENTION CENTER

Position: Food and Beverage Service and Production

Address: Brgy. 41 Balacad, Laoag City

Duration: March 08 – April 18, 2015

TRAINING AND SEMINARS:

* National Certificate II in Front Office

April 10, 2015

Mariano Marcos State University

Batac City, Ilocos Norte Philippines

* Diploma in International Services Management

April 5, 2015

Mariano Marcos State University

Batac City, Ilocos Norte Phlippines

* Agri-tourism Seminar at UP Visayas Miag-ao Campus

March 19, 2015

University of the Philippines Miag-ao Campus

Iloilo City, Philippines

* Associate in Tourism Promotion and Tour Guiding Services

March 28, 2014

Mariano Marcos State University

Batac City, Ilocos Norte Philippines

* Agent Self-Paced System Training (ASSET)

March 21, 2014

Mariano Marcos State University

Batac City, Ilocos Norte Philippines

* Red Cross Emergency First-aid Course

May 6-8, 2014

Mariano Marcos State University

Batac City, Ilocos Norte Philippines

* Personality Development HM 120

March 22, 2014

Laoag City Auditorium, Ilocos Norte Philippines

* Astoria Culinary Institute: Bread & Pastry Workshop

March 22, 2013

Mariano Marcos State University, Hostel

Batac City, Ilocos Norte Philippines

EDUCATIONAL ATTAINMENT:

COLLEGE: Bachelor of Science in Tourism Management

Major in International Services Management

Mariano Marcos State University

Quiling Sur Batac City,

Ilocos Norte Phlippines

Graduated April 2016