

**Vivien**

**Vivien.364532@2freemail.com**

Experienced and trained within the customer service and hospitality industry. With a proven ability in providing a consistent and high-quality guest service standards and administrative assistance. Thrives on providing solid and essential back up to key positions and projects. A calm head and meticulous eye for detail ensures that all duties are carried out to the highest standards and in allotted time frames. Comfortable working as part of a team or independently with a focus on delivering quality administrative support on a continuous basis.

**CAREER SUMMARY**

**Receptionist cum Administrative Assistant November 2014 – December 2016**

**Rawr Yoga Studio, Dubai**

* Attends to incoming calls and inquiries from existing and new clients.
* Handle reservations and registration of both new and existing clients.
* Assist clients in their requests and needs, specifically during their studio sessions.
* Manage inventory and studio supplies.
* In charge of entering data and updating studio system (Mind Body).
* Handle client records, documents, payroll cheques, invoices and receipts.
* Organize and schedule meetings and appointments.
* Organising and recording weekly appointments for all Yoga teachers.
* Producing and collating sales reports and financial insights using Microsoft Word and Excel
* Organising and facilitating management meetings.
* Taking minutes of meetings and transcribing and distributing summaries to all members of the team.
* Ensuring the smooth distribution of mail internally and externally.
* Oversee studio maintenance and ensure the studio is kept clean and orderly.

**Front Office Clerk / Secretary October 2013 – September 2014**

**Executive Plaza Hotel, Manila Philippines**

One year experience in Front Office which involves executive assistance, secretarial and clerical functions.

* Handling incoming and outgoing calls.
* Handle reservations and registration of guests through telephone call, email or in person.
* Greet guests and patrons as they arrive and handle check-ins appropriately.
* File documents and make copies of daily reports and maintain records to manual ledger.
* Accommodate guests by registering, issuing room key cards and assigning requested rooms to either walk-ins or hotel patrons.
* Responds to guests concerns regarding directions, hotel services and charges, dining facilities, travel and tours etc.
* Handle check outs, compute bills, take payments and issue receipts.
* Perform other related duties as may be assigned or required.

**Apprentice / Student Assistant March 2013 - September 2013**

**St. Mary’s University, Philippines**

* Prepare the office and handle telephone calls
* Liaise and deal with queries from staff and students.
* Assist in the creation of accurate paper files for current students, and maintaining of archive records of former students.
* Handle general office tasks including typing of letters, basic reference requests, filing, photocopying and collating documentation, and collection and sorting of mail.
* Assist members of the Student Programs Team with the set up and conduct of examinations.
* Perform other related tasks that may be designated from time to time by the office head.

**EDUCATION**

**Bachelor of Science in Hospitality & Tourism Management**

**St. Mary’s University**

**Nueva Vizcaya, Philippines**

**Attended: 2010 - 2014**

**TRAINING & CERTIFICATION**

**Front Office Services**

**Food and Beverages Services**

**Housekeeping**

**Commercial Cooking & Baking**

**Pastry Production**

**PERSONAL DETAILS**

**Age 22**

**Status Single**

**Nationality Filipino**

**Language English, Filipino**

I hereby declare that the above mentioned information is true to the best of my knowledge and beliefs.