**VILMA**

**VILMA.365993@2freemail.com**

**OBJECTIVES**

To join the paths of the people behind productivity and excellence, to achieve personal and professional growth with the company that would pave the way to career, related to my specialization. Further, to apply the knowledge, principles, skills into actions that would contribute to the company’s success.

**EDUCATION:**

Tertiary : **St. Joseph Institute of Technology**

 Bachelors of Science in Accountancy

 *Montilla Blvd., Butuan City*

 Year: 1995 (June) to 1998 (March)

Secondary : **Agusan National High School**

 *A.D. Curato St., Butuan City*

Year: 1992 (June) to 1995 (March)

Elementary : **Remedios Trinidad Romualdez**

 *R.T.R Agusan Del Norte*

 Year: 1986 (June) to 1992 (March)

**WORK EXPERIENCE:**

**Housekeeping Order taker**

YAS ISLAND ROTANA

2014 (January) to 2016 (April 10)

**Main Job Responsibilities:**

* Consistently offers professional, engaging and friendly service.
* Follows Hotel’s telephone etiquette standards.
* Generate various operation reports for the coordination of the Housekeeping department.
* Process requests and delegate work assignments in a timely manner while adhering to Hotel’s brand standard.
* Responsible for communicating all operational concerns to the Housekeeping Supervisor and proactively addressing any day to day operational concerns.
* Responsible for liaising with Front Office and Maintenance department in the overall operation of the rooms division.
* Handle the safekeeping, recording, collection of all keys and pagers held in the Housekeeping Office to ensure a safe and secure work environment.
* Answer the telephone according to Rotana standards and record incoming requests and messages in order to communicate this information to concern in a timely fashion.
* Receive Lost and Found items and record and store them as per standard. Handle the claiming and clearing of any Lost and Found items.
* Make the relevant room status changes on the software as per the instruction given by the supervisors.
* Changing the room status as per requirement.
* Updating the Housekeeping data board and at the same time should informed to concerned Supervisor and staff with information like guest’s preferences VIP arrivals and in-house, today’s occupancy percentage, to do list, rooms on queue etc.
* Update and print opera system for the discrepancy report by morning at 10:30hrs, afternoon at 16:30hrs and evening at 20:00 hrs. Ensure to submit a copy to Accounts and Reception.
* Prepare attendance sheet for payroll before 25th of the month and submit to Accounts department.
* Update and print Opera System for the Arrival Details and with extra bed and baby cot request, Guest in House, Out of Orders rooms.
* Control cleanliness and tidiness of the Housekeeping Office and the Housekeeping records and reports as per Housekeeping guidelines.
* Communicate effectively and clearly any requests for maintenance to related departments to ensure smooth Housekeeping operation.
* Handle babysitting requests as per Rotana Standards.
* Check office supplies, stock level of all Housekeeping forms and orders if necessary to ensure a smooth operation.
* Operate in a safe and environmentally friendly way to protect guest’s and employees ‘health and safety, as well as protect and conserve the environment.
* Comply with the hotel environmental, health and safety policies and procedures.

**YAS ISLAND ROTANA**

Housekeeping Attendant

2012 (March) to February (2014)

Main Job Responsibilities:

* Receive work assignment, keys and supplies from the supervisor and sign the key logbook accurately.
* Clean rooms and bathrooms, performing any combination of the following duties.
* Keep fire exits and stair ways clear of any obstruction.
* Check and report any maintenance work required immediately.
* Pick up any litter from corridors and pathways.
* Vacuum carpet and upholstered furniture, dust and wipe furniture, empty ashtrays and waste baskets.
* Make bed, wash sink, bathtub, toilet, tiles, mirrors and floor and polish brass and metal.
* Replenish bathroom supplies and room supplies.
* Tidy and arranged neatly guest toilet articles on vanity top and spot cleans carpet when necessary.
* Clean and keep the guest corridors, service pantries and service areas neat and tidy at all times.
* Remove Room Service tray and trolley from guestroom and corridors.
* Inform valet service to collect guest’s clothes for laundry, dry cleaning or pressing services.

**TAM’S FORTUNE INN**

Front Desk Office / Receptionist

2003 (March) to 2005 (April)

**Main Job Responsibilities:**

* Answer telephone, screen and direct calls
* Take and relay messages
* Greet persons entering organization
* Direct persons to correct destination
* Deal with queries from the public and customers
* Ensures knowledge of staff movements in and out of organization
* General administrative and clerical support
* Prepare letters and documents
* Receive and sort mail and deliveries
* Schedule appointments
* Maintain appointment diary either manually or electronically
* Organize meeting

**SPLASH CORPORATION**

Promotion and Merchandiser

Butuan City, Philippines

2002 (March to December)

**BODY & SOUL**

Promotion and Merchandiser / Cosmetics

Butuan City, Philippines

2001 (June to December)

**Main Job Responsibilities:**

* Product knowledge of the entire product line
* Assist customers with their choices of products for themselves and as gifts
* Develop a knowledge of skincare and its application
* Provide outstanding and quality customer service
* Build customer service relationships
* Support store operations
* Maintains store appearance and any other directive from store manager
* Stays familiar with how to execute price changes, transfers and cash register routines
* Assists in training new sales associates
* Uses teamwork to assist all associates in providing customer service and maintaining store standards in all departments
* Communicates effectively and professionally with all associates within the store

**SKILLS:**

* Communication Skills ( verbal, written, listening)
* Teamwork
* Patient
* Capable of multi-tasking
* Willing to acquire new knowledge
* Dedication and Hardworking
* Payroll
* Food, Beverage and Materials
* Hotel Opera
* MS Office (Word, Excel & Power Point).

**HONORS / ACHIEVEMENTS:**

* Consistent Honorary Student from Elementary to High School
* Girls Scout of the Philippines
* Paediatric Emergency First Aid (DCAS) course