**LOUILYN**

[Louilyn.367967@2freemail.com](mailto:Louilyn.367967@2freemail.com)

**OBJECTIVE :** To contribute to an organization’s success through the efficient use of previous experience and skills

**Work Experience**

**Supervisor**

May O5,2015-TO Present

**All The Perks Espresso Cafe** **Dubai, Unite Arab Emirates**

* Maintains a clean, organized and stocked environment and when necessary assists in the distribution of product shipments.
* Performs all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary.
* Establishes effective and positive communication amongst all team members.
* Assists store manager in maintaining proper coverage and team member schedules ensuring that the store maintains customer service standards.
* Ensures all cash handling procedures are upheld. Is accountable for store funds while running a shift.
* Assists store manager and assistant manager in planning and executing all sales promotions effectively and efficiently.
* Will provide guidance and actively set an example for team members, ensuring that all Standard Operating Procedures are maintained and followed.
* Follows and directs team members to follow store policies, procedures and adhere to merchandising and cleanliness standards.
* Promotes and practices safe work habits, reporting potential safety hazards, operational inconsistencies and team member incidents to the store manager. Reports/documents team member accidents, conducts initial investigation and determinations of root cause in the interest of maintaining a safe work environment.

**Front Desk Receptionist**

**Hotel Ariana and Restaurant**

June 19, 2012 –June 25,2014

Bauang ,La Union,Philippines

* Greet guests as they arrived
* Ask if guests have a prior booking
* Manage the registration process
* Ask for identification and ensure that the provided credentials are accurate
* Handle guests check-ins and check outs appropriately
* Operate hotel switchboard, take calls and provide information and transfer calls
* Manage accurate accounting of all rooms
* Provide guests with room keys and call for bellboys
* Take reservations over the telephone, through emails and in person
* Answer queries regarding the hotel’s services, charges, dining facilities, sports facilities and travel directions
* Refer guests to appropriate departments to resolve complaints or provide suggestions
* Compute bills and take payment
* Provide guests with directions around the hotel
* Contact housekeeping and maintenance departments when a problem is reported
* Explain appropriate use of keys and ensure that guests are satisfied with the rooms allotted to them
* Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift.

**EDUCATIONAL BACKGROUND:**

**­ Course: Bachelor of Science in Hotel and Restaurant Management**

Don Mariano Marcos Memorial State University

San Fernando City , La Union

Year Graduated: 2011

**SEMINARS AND TRAININGS ATTENDED:**

**Apprenticeship-By-Experiences**

**(School Onboard Learning Program)**

**Seminars/Workshop & Practicum Immersion**

M/V Super Ferry 19 and M/V Super Ferry 5

February 16-22, 2010

**Actual On The Job Training**

Baguio Country Club Corporation

July 21,2010-September 16,2010

**On-Site Lectures and Demonstrations on Hotel Operations-Hotel Exposure Seminar**

Cocoy’s Ballroom of Palm Plaza Hotel, Malate, Manila

September 28, 2007

**PERSONAL INFORMATION**

Date of Birth: October 18, 1990

Place of Birth: Poblacion San Gabriel , La Union Philippines

Marital Status: Married

Height: 5’5”

Age: 26 years old

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