

**MASTURA**

[**MASTURA.368402@2freemail.com**](mailto:MASTURA.368402@2freemail.com)

**CAREER OBJECTIVES**

Seeking a position that will be able to explore the profession that I embraced. Moreover, is to utilized, share skills, knowledge and attitude that I acquired from my experience.

**EDUCATION BACKGROUND**

College: Mindanao State University – College of Hotel and Restaurant Management

Marawi City, Philippines

**BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT**

2006 – 2010

Secondary: (MSU - UTC)

Mindanao State University - University Training Center

Marawi City, Philippines

2002 – 2006

**ACHIEVEMENT**

* Employee of the month 2013-2014
* Guest Appreciation
* Team Leader
* Food and Safety

**SKILLS**

* Customer Satisfaction
* Communication skills
* Computer Literate
* Microsoft word, excel
* Upselling.

**HOBBIES AND INTERESTS:** I like surfing the net during my spare time and I go to gym often. I love going out with my friends and family. I am a flexible person and always stay focused on my work.

**WORKING EXPERIENCE**

**JOLIE BOUTIQUE CAFÉ**

Restaurant and Coffee Shop

November 18, 2016 - Present

Position: Team Leader

Dubai, United Arab Emirates

Summary of Job Description

* Helping with training and development
* Completing paperwork
* Handling complaints (from both staff and customers)
* Ordering stock (where applicable)
* Helping with promotional events
* Personnel duties
* Reporting to [senior level management](https://www.totaljobs.com/careers-advice/job-profile/customer-services-jobs/customer-service-manager-job-description)

**MADINAT JUMEIRAH**

Hotel and Resorts

September 6, 2015 – October 6, 2016

Position: Team Leader

Dubai, United Arab Emirates

Summary Job Description

* Smile and greet the guest.
* Escort the guest to their table.
* Present menu to the guest and answer questions about menu items, making recommendation upon request.

**GRAND MILLENNIUM HOTEL**

Hotel and Resorts

August 11, 2014 – September 3, 2015

Dubai, United Arab Emirates

Position: Waiter

Summary Job Description:

* Serve the food or beverages to patrons, prepared and serve specialty dishes at the tables as required.
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Prepare tables for meals, including setting up items such as linens, silverware, and glassware.

**MARRIOTT HOTEL**

Hotel and Resorts

June 29, 2011 - July 25, 2013

Riyadh, Kingdom of Saudi Arabia

Position: Restaurant Waiter

Summary Job Description:

* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Check with the guest to ensure that they are enjoying their meals and take action to correct problems.

**INTERCONTINENTAL HOTEL**

Hotel and Resorts

December 7, 2010 - April 22, 2011

Makati, Metro Manila, Philippines

Position: Banquet Waiter

Summary Job Description:

* Organize the stock service areas with supplies such as coffee, food, tableware and linens etc.
* Garnish and decorate dishes in preparation for serving.
* Responsible for food and beverages

**PERSONAL INFORMATION**

**Civil Status:** Married

**Citizenship:** Filipino

**Height:** 5’9

**Weight:** 70kg

**Language**: English