

**Rizza**

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**OBJECTIVE**

To secure a position in a stable, progressive company offering a career growth through proven performance and enable me to use my skills, educational background and ability to work well with people.

**WORK EXPERIENCE**

**AMERICANA FOOD COMPANY**

**GUEST EXPERT**

Kentucky Fried Chicken (Erbil, Kurdistan Iraq)

March 6, 2015 – August 12, 2017

Duties and Responsibilities

* Welcome customers who enter the restaurant
* Ascertain that menus display the correct pricing
* Operate cash machines and POS to calculate customers bills
* Answer customers question regarding billed items
* Inform customers about discount coupon
* Count cash in the cash register at the end of shift and ensure that it tallies
* Sort, count and wrap currency and coins and arrange to be deposited to the bank
* Ascertain that there is sufficient change available at the beginning of each day

**SUMMIT RIDGE HOTEL**

**ROOM ATTENDANT**

Tagaytay City

May 16, 2012 - March 2, 2015

Duties and Responsibilities

* Replenish guestroom and restroom supplies
* Make beds and change bed sheets
* Monitor the customers belongings and safety
* Responsible for making sure all areas are clean
* Deliver and retrieve items borrowed by guests
* Attend to guests calls, guests requests\guest complaints

**GADGETS PLUS (GAMES AND GADGETS)**

**CUSTOMER SALES ASSISTANT**

Robinson Manila

February 08, 2009 – February 15, 2010

Duties and Responsibilities

* Monitor stock levels to facilitate restocking and replenishment of emptying shelves
* Oversee the arrangement of window displays and shelves
* Provide customers with information on product pricing, features and availability
* Ascertain customers needs and wants
* Keep up to date with product information
* Recommend and display items that match customers needs
* Ensure high levels of customers satisfaction through excellent sales services
* Handling customers complaints

**GOLDILOCKS BAKESHOP**

**CASHIER**

Sm Bacoor

May 05, 2008 – November 11, 2009

Duties and Responsibilities

* Greet customers and communicate with them
* Take customers orders
* Provide customers with information on daily specials and discount deals
* Assist counter staff in packing ready orders and handing them to customers
* Restock workstation with supplies
* Tally cash at the end of shift and handle discrepancies according to company policies
* Create and maintain cash reports at the end of each shift

**EDUCATIONAL BACKGROUND**

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

**International School for Hotel and Restaurant Management**

2010-2012

Agiunaldo Hi-way, Bacoor Cavite

**HOTEL AND RESTAURANT MANAGEMENT ( Ladderized )**

**International School for Hotel and Restaurant Management**

2005-2008

Tirona Hi-way, Habay, Bacoor Cavite

**ON THE JOB TRAINING**

**Room Attendant**

Mt. Sea Fiesta Resorts, Rosario Cavite

April 02 - May 13, 2007

**Room Attendant**

Summit Ridge Hotel, Tagaytay

July 11- September 18, 2011

**ASSESSMENT:** (TESDA)

* Food and Beverage Services (COC1) CN:

Providing a Link between Kitchen and Service Area

* Food and Beverage Services (COC2) CN:

Providing Food and Beverage Services

* Housekeeping NCII

**SEMINARS ATTENDED**

**Hotel Orientation Program**

July 21, 2007

Century Park Hotel, Manila

**Beyond Skin Deep**

September 28, 2007

Manila Pavilion Hotel, Manila

**Stay and Learn Program**

December 15-16, 2008

Manila Pavilion Hotel, Manila

**Explore Tourism Program**

September 21-23, 2007

Subic Bay, Olongapo City

**Heritage Tour**

October 05-07, 2011

Balanga, Bataan

**Fire Safety Seminar**

March 04, 2014

Summit Ridge Tagaytay

**PERSONAL INFORMATION**

**Date of Birth:** October 06, 1988

**Place of Birth:** Baao, Camarines Sur

**Civil Status:** Single

**Religion:**  Roman Catholic

**Citizenship:** Filipino

(References available upon request.)

I hereby declare that the information above are true and correct to the best of my knowledge.