**KRISTEL**

Dubai

**Email Address:**

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**OBJECTIVE**

To join in an organization where I can use my skills and expertise in attaining the goals and objectives of the company.

**EDUCATION**

**2003- 2007 ST. SCHOLASTICA’S COLLEGE MANILA**

Bachelor of Science Degree Major in Hotel and Restaurant Management, March 2007

**1998-2002 NEW ERA UNIVERSITY**

High School Diploma, March 2002

**WORK EXPERIENCE**

**Sept 2012- Feb 2016 ORDER TAKER, ROOM SERVICE, INTERCONTINENTAL HOTEL, AN IHG GROUP, Dubai festival City UAE.**

* Answer Guest Call.
* Follow procedure while talking on the phone.
* Make sure that LQA (Leading quality Assurance) is always applied.
* Establish good guest contact to ensure the use of Room Service/ In room Dining.
* Up sell all the food and Beverages as well as the other hotel services all the time.
* Punch all the order correctly in POS/Micros Machine
* Make out captains orders in for guest special request and/or unavailability of POS.
* Prepare guest check using on point-of-sales machine
* Coordinate with Front Office cashier on bills.
* Check Guest in opera system if they need to pay by cash or in Room charge.
* Check all the Occupancy of guest in Opera system.
* Balance accounts at the end of each meal period and do cashiering duties with cash remittances and collections.
* Prepare the handover for the next shift and special requirements of each guest/ VIP guest and all important tasks to follow.
* Record all the guest check for future references.
* Prepare the Payroll and OT for IRD staff including Managers and Supervisors.
* Plan the Monthly calendar for staff training also their vacation preferences.

**Jan 2009- Oct 2012 CAPTAIN, CROWNE PLAZA, AN IHG GROUP, Dubai festival City UAE.**

* Responsible in overseeing the Lounge Operation after the Supervisor.
* Take food and Beverages order.
* Establishes rapport with guests to build guest loyalty and gather constructive feedback to ensure satisfaction of every individual guest.
* Ensures that minimum brand standards are consistently implemented.
* Conducts monthly inventory checks on all operating equipment and supplies.
* Has a thorough knowledge of menu and presentation standards and sound knowledge of beverage preparation technique.
* Conducts weekly training for our new product and also to a new joiner.
* Ensures that the outlet is kept clean and organized, both at the front as well as the heart of house areas.
* Completes the daily responsibilities that are set for each individual shift before going home.
* Daily inventory of the stocks and products and order the items through FBM.
* Recognizes and ensures application of the step of the billing process
* Communicates effectively to know the daily task assigned
* Ensures high standards of personal presentation and grooming and in each colleague.
* Attends training sessions and meetings as and when required.
* Carries out any other reasonable duties and responsibilities as assigned by superiors due to business requirements.
* **Communicate with other employees at the restaurant. Keep in close contact with the chef and kitchen staff.**
* Understands and abides by all safety rules, emergency procedures and prevention regulation.
* Relay customer complains, regardless how small, to your supervisor.
* Carry out any reasonable duties as may be requested by any the outlet head.
* **Prepare ahead monthly schedule according to hotel occupancy.**
* Prepare the Payroll for staff including Supervisors.
* Plan the Monthly calendar for staff training also their vacation preferences.

**Oct 2007- Dec 2008 WAITRESS, INTERCONTINENTAL HOTEL, AN IHG GROUP, Dubai festival City UAE.**

* Great guests and make them feel comfortable.
* Knowledgeable in menu items and be able to describe them appropriately to guests.
* Take beverage and food orders.
* Deliver beverages and food in a timely manner.
* Check-in with guests to ensure that everything is going well.
* Clear dirty dishes from table.
* Up sell Dish of the Day/ Beverage of the Day.
* Refill beverages throughout the meal
* Deliver guest’s bill and thank them for dining at the restaurant.

**PRACTICUM**

**May- August 2007 BARISTA, STARBUCKS PHILIPPINE**

Completed 3 months training (Seminar on Service at Starbucks and “Seminar on the Art of Espresso”

**April 2006 HOTEL PHILLIPINE PLAZA (SOFITEL)**

Completed 2 months training in 2 Departments (Banquet service and Public Relations.

**April 2005 HELP DESK ASSISTANCE, ABS-CBN COMPANY**

Worked as help desk assistance, I am responsible to answer all the calls; asks the necessary questions regarding their new show.

**EXTRA CURRICULAR ACTIVITIES**

**2002- 2006 ASSISTANT SECRETARY, JUNIOR RESTAURETUER AND HOTELIERS ASSOCIATION**

 The official organization of HRM students of St. Scholastica’s College, Manila.Responsible for following-up the assignment given by the Secretary and perform the duties of the Secretary in the event of the Secretary’s absence.

**SEMINARS AND TRAININGS ATTENDED/ CERTIFICATIONS**

**November 2013 F&B Employee of the Month (IHG)**

Awarded for 2nd time as In room Dining employee of the month.

**October 2013 Winning Ways Star Nomination (IHG)**

Nominated as IHG employee of the month.

**December 2012 F&B Employee of the Month (IHG)**

Awarded as In Room Dining employee of the month.

**December 2012 Q-Principle University (IHG)**

Diploma for completion for 3 consecutive days F&B Skill set courses.

**August 2010 Bon Café Barista Level 1 (IHG)**

Successfully completed “Level 1 Basic Knowledge for barista”.

**January 2010 Magic Moment (IHG)**

Awarded as Magic Moment for outstanding contribution to excellence service and creating “Great Hotel Guest Love”

**July 2009 SEMINAR ON “RONNEFELDT TEA ACADEMY” (IHG)**

Basic Tea Knowledge/ Preparation/ Types and Origin.

**November 2008** **CERTIFICATE ON ACHIVEMENT BASIC FOOD HYGIENE COURSE**

Conducted by CHANDRA SHEKAR safety & hygiene manager of Intercontinental Hotels group.

**June 2007 SEMINAR ABOUT “SERVICE AT STARBUCKS”**

Conducted by Starbucks Learning Coach

**PERSONAL BACKGROUND**

Born on September 22, 1984. Knowledgeable in Microsoft office. Micros System (POS), Opera System , FMB System, Symphony System and ResPak (Reservation system)