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**OBJECTIVE:**

To join a progressive organization that will help me utilize my skills for the growth of the organization. To build a professional organizational spirit and to continually raise my level of work performance.

**PERSONAL INFORMATION:**

Date of Birth : September 14, 1989

Religion : Latter-Day Saints (Mormon)

Nationality : Filipino

Civil status : Single

Height : 5’10

Weight : 65 kg.

**EDUCATIONAL BACKGROUND:**

**Tertiary** : **San Sebastian College Recoletos Manila**

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

June 2006- March 2010

Recto, Manila

**Secondary** : **Saint Andrew School, merles Inc.**

June 2002-March 2006

B.F Homes Phase 2, Caloocan City

**Elementary** : **Saint Andrew School, merles Inc.**

June 1998-March 2002

B.F Homes Phase 2, Caloocan City

**WORK EXPERIENCE:**

**Bell Boy - Hilton Doha Hotel (Doha, Qatar)**

**March 2014- September 2014**

* Escort incoming hotel guests to rooms.
* Assist with hand luggage, and offer information pertaining to available services and facilities of hotel, points of interest, and entertainment attractions.
* Explain features of room, such as operation of radio, television, and night-lock, and how to place telephone calls.
* Deliver messages and run errands.
* Pick up articles valet service.
* Call taxi for guests.
* Transport guests about premises or local areas in car or motorized cart.
* Keep record of calls for service.

**Housekeeping Supervisor (Night Shift) - Hilton Doha hotel (Doha, Qatar)**

**April 2013 - February 2014**

* Listening, understanding, and clarifying guest concerns. Inspecting the cleaning and servicing of guestrooms and public areas.
* Approaching guests in an attentive, friendly, courteous and service-oriented manner.
* Making sure that all Guest Rooms have appropriate supplies and linens in them.
* Maintaining guest confidentiality at all times.
* Ensuring that rooms and bathrooms are cleaned on a daily basis.Inspecting guest rooms and guest areas.
* Supervising the disposal of trash and waste.
* Directing housekeeping staff to ensure a high standard of cleanliness in all public areas.
* Delegating work to meet business objectives and goals.
* Maintaining a high standard of personal appearance and grooming.
* Vacuuming carpets and mopping and sweeping tile floors.
* Training up new housekeeping staff.
* Maintaining an inventory of guest room and housekeeping supplies.
* Complying with all health and safety standards.
* Maintaining key control.

**Events Team Leader - On-ground Activation Co. (Makati, Philippines)**

**June 2012 – February 2013**

* Responsible for the contribution to the smooth running of a business, leading a team in a positive manner
* Inputting at meetings both internal and external, promoting good business practice
* Feeding back information to staff via useful and productive staff meetings
* Creatively thinking of new ways to work within the business plan
* Organising and meeting with staff to discuss personal development plans
* The point of contact for any issues concerning the team and resolving as soon as possible
* Positively motivating staff
* Making decisions on various challenging issues that arise on a daily basis’
* Keeping up to date with technology and finding better ways of working together

**Waiter - Flora Creek Deluxe Hotel Apartments (Dubai, UAE)**

**November 2011 – March 2012**

* Greet customers and seat them according to their preferences
* Offer welcome drinks and beverages
* Fill water glasses and refill beverages
* Offer appetizers and alcoholic drinks
* Take orders and provide information about menu items
* Suggest menu items when requested by the customer
* Relay patrons’ orders to the kitchen
* Ensure that the order is prepared according to the menu
* Ensure order quality and quantity prior to serving
* Serve meals and side dishes
* Deliver food carts to designated areas
* Ensure that continued service is managed during the course of the meal
* Keep a constant eye on the table to gauge needs and fulfil them immediately
* Total customers’ check and take it to them
* Accept payment in cash and credit card
* Clear table and clean table tops
* Change table cloths and clear dishes and flatware
* Carry dishes and flatware to the kitchen
* Ensure that all tables replenished with eating dishes

**Events Marshall - On-ground Activation Co. (Makati, Philippines)**

**May 2010 - Jan 2011**

* Distributing flyers and leaflets for events and campaign activities.
* In-charge of crowd control during events (Nike, Ragnarok, Coca-Cola, Pascual Lab and etc.)
* Greeting and assisting the audience during the events.

**Waiter (Trainee) - Sulo Hotel (Quezon City, Philippines)**

**November 2009 – March 2010**

* Greeting guests and taking them to their tables presenting menus to patrons and answering questions about menu items, making recommendations upon request.
* Taking and serving beverages, appetizers and meal orders with knowledge of the entire menu.
* Paying attention to the needs of the table, re-filling drinks, taking away soiled dishes and offering napkins or other amenities the establishment offers.
* Checking with customers to ensure that they are enjoying their meals and taking action to correct any problems.
* Delivering the check and accepting the payment from customers.
* Cleaning tables or counters after patrons have finished dining.

**ACHIEVEMENTS & RECOGNITION:**

* Best Shift Leader of the year 2014 (Awarded last September 2014)
* Received Integrity (Honesty) Award of the Year 2013 Hilton Doha (Awarded last March 2014)

**TRAININGS & SEMINARS:**

* Hilton University OnQ Courses (April 2013-Present)
* CRM Make it Right Training (August 2013)
* Fire Safety Training (September 2013)

 Housekeeping Operations, Food and Beverage Operations and Front Office Essentials with Service Excellence Training;

Excellence Choice Training and Development Center Inc. (June 29-July 3, 2009)

 Basic Safety training; Philippine Nautical Training Institute ( June-9-18, 2009)

 Crisis Management; Meridian International Training Center ( June 25-27, 2009)

 Crowd management; Meridian International Training Center (June 25-27, 2009)

 FOOD AND BEVERAGE TRAINING; Cinelle Training Consulting Center INC.

( April 19-24, 2010 )