**MELANIE**

**MELANIE.362398@2freemail.com** ****

**WORK EXPERIENCE**:

Present Company Name: **Al Ghalia Company**

 Fatto A Mano - Italian Restaurant

Position: Receptionist/Hostess

Address: Al Seef Bahrain

Date: November 27, 2015- March 15, 2017

**Duties and Responsibilities:**

* As a Hostess I am responsible of monitoring the open dining sections of the restaurant for empty and clean tables, estimating wait times for guests, monitoring guest waiting lists and ensuring that the needs of guests are met while they are waiting.
* Answering the telephone, booking and reservations and moving tables together to accommodate large families, groups and or parties.
* Present menus and knowledge of the product. Ensuring the quantity of menus is sufficient to cater to the number of guests. Responsible to check menus clean and not torn.
* Manage event related work including setting up of tables and maintaining both exterior and interior of the restaurant.
* Need to be able to monitor the table rotation and make sure that each member of the wait staff gets a fair amount of table without giving them to many all at once.
* Cooperates with the manager, supervisor and server especially in an event and other functions.
* Providing the guests proper information and suggestive selling promotions of the food and beverage.
* Bidding farewell and make sure that the guests are happy as they walk out from the door .

Company Name: **Q’net Cyber Café**

Position: Personal Assistant

Address: Bolinao, Pangasinan

Date: October 2014 – October 2015

**Duties and Responsibilities:**

* Greet and assists the guest with professional and friendly manner
* Do the paper works and research.
* Monitors guests time and payment.
* Other function includes typing, encoding, printing,andxerox copying.
* Organizing and maintains the cleanliness of the shop.

Company Name: **Amari Doha Hotel**

Position: Hostess/ F&B Attendant

Address: Al Diwan St. Amari, Doha, Hotel

Date Employed: September 11, 2012- September 18, 2014

**Duties and Responsibilities:**

* Responsible for greeting the guests, receiving and seating them courteously.
* Bidding farewell to the guest and giving thanks with friendly manner.
* Updating the reservation book according to date, time, pax, guests requests and important details.
* Get transaction to front office regarding hotels daily occupancy, VVIP and VIP guests, and discounted guest through food and beverage.
* Encoding buffet tags labels, pastry tags and gift shop.
* Receiving telephone calls from room service, taking order and cashiering.
* Handling Micros and credit card machine.
* Responsible for guests needs in the restaurant and lead them to the correct table.
* Attending other catering services, cocktail function, birthday, wedding and business functions.
* Maintaining the hostess desk clean and organize.

Company Name: **Dubai International Hotel**

Position: Hostess/Waitress

Address: P.O. Box 35566 Dubai Airport United Arab Emirates

Date Employed: February 23, 2011- February 22, 2012

**Duties and Responsibilities:**

* Taking and posting orders in the Micros.
* Receiving telephone call and cashiering.
* Leading the guests in the smoking or non- smoking area.
* Reliever for hostess, promoting food,wine products, and other alcolohic beverages.

Company Name: **Southern Fried Chicken and Fine Dine-In Restaurant**

Position: Cashier

Address: P.O. Box 34861 Dubai Internet City

Date Employed: February 15, 2005- March 23, 2007

**Duties and Responsibilities:**

* In-charge in cashiering
* Taking telephone calls order and drive thru
* Leading kids party as a hosts.
* Maintaining the cashier area clean and organize
* Folding napkins
* Making inventory sales report after end of the shift.

Company Name: **National Statistic Office (N.S.O.)**

 Position: Research Service Officer

Address: Central Outlet, East Ave. Quezon City

Date Employed: April 16, 2002- January 12, 2005

**Duties and Responsibilities:**

* Performs query in searching a record in the data base for converted and unconverted birth certificate.
* Handling inquiries, complaints on the result of negative certifications, wrong attachments & incomplete entries.
* Printing the documents and double checks accomplished application forms.
* Releases the documents, filing and sorting.
* Answering guest phone calls and handling fax machine.

Company Name: **Steadfast Employment Resources and Incorporation**

 Position: Office Secretary

Address: 803 Enterprise Bldg. 524 San Quintin, Paredes St. Binondo Manila

**Duties and Responsibilities:**

* Performs encoding, typing documents.
* Answering phonecalls of the buyers.
* Selling materials and make transactions to industrial plants and construction company.
* Making date of schedule upon delivery of the items.
* Forwarding email to shipment vessel regarding and updating the schedule date of imported products upon delivery.
* Performs telemarketing

Company Name: **JardineCaldbeck Philippines Incorporation**

Position: Sales Staff

Address: 222 Jardine Davies Bldg. Gil Puyat Makati City

Date Employed: October 07, 2000- March 03, 2001

**Duties and Responsibilities:**

* Promoting and up-selling imported beverage.
* Assures the correct labeling of the products and maintaining the shelf clean.
* Handles and making transaction to merchandizer upon delivery of the products.
* Making inventory report at the end of the day.

**Educational Background**

College: Eulogio, “Amang” Rodriguez Institute of Science and Technology

Course: Bachelor of Science in Business Administration major in Management

Year: June 1996- March 21, 2000

High School: Cape Bolinao High School

Year: June 1992- April 7, 1996

**TRAINING ATTENDED**

**Level 2 Award Food and Safety**  May 12, 2014 **-** Doha Amari Hotel

**Front Office Services** October 15, 201 1 valid until: October 15, 2018

Republic of the Philippines Department of Labor and Employment

**Microsoft Office And**

**Basic Computer Operations** October 14-26, 2013

OBC Learning AssessmententMontemayor St.Location:

AlaminosPangasinan, Philippines

**Integrated Course in Hotel and Restaurant** November 15-19, 2010

Location: Le Misen Place Training Center for Hotel and Cruise Ship,