# pic1 MICHELLE

 Bachelor of Elementary Education

# michelle-392529@2freemail.com

**Summary of Qualifications:**

* Enthusiastic, self-motivated and eager to learn;
* Team player and works well with minimum supervision;
* Ability to work under pressure;
* Good communication and presentation skills;
* Sociable and customer-focused;
* Proficient in Microsoft Office Suite (Word, Excel, Powerpoint, Publisher); and
* Proficient in Opera system.

**Awards and Trainings Received:**

* Fire Marshal Training (Dubai, UAE)
* Customer Training Dubai Way (Dubai, UAE)
* Procurement Cross Training (The Address Downtown Dubai, Dubai, UAE)
* First Aid Training Certification (Dubai, UAE)
* 2011 One and Only the Palm *Employee of the Year* (Dubai, UAE)
* Certificate in Emergency Life Support for Adults (Dubai, UAE)
* Certificate in Emergency Life Support for Children and Infants (Dubai, UAE)
* Licensed Elementary Education Teacher (Bulacan, Philippines)
* Certificate for Room Attendant course (Manila, Philippines)

**Positions Held:**

**Schoenstatt Integrated School, Bulacan, Philippines**

* ***Summer Class Preschool Teacher April – June 2017***
* *Facilitates the summer classes for the nursery and preparatory students;*
* *Develops the lesson plan for the nursery and preparatory classes;*
* *Monitors the progress of the students as per their individual needs;*
* *Provides one-to-one tutorials to assist students in the achievement of the learning outcome;*
* *Provides feedbacks and communicates the progress of each student to the parents;*
* *Creates visual aids for classroom use and for the display boards; and*
* *Conceptualizes activities for special occasions/events in the school or community.*

**Mayi Montessori School, Bulacan Philippines**

* ***Teaching Assistant Internship Program November 2001 – April 2003***
* *Organizes the daily set up of the classroom for a conducive learning environment;*
* *Monitors and guides students in completing the class activities;*
* *Supports the teacher in the classroom management;*
* *Assists teachers in the daily activities, lesson planning and classroom supervision;*
* *Responsible in the classroom management when the teacher is not around;*
* *Assists in the preparation and marking of the assessments/exam papers;*
* *Maintains communications with parents to keep them updated with their child’s development; and*
* *Maintains a nurturing environment for the students by assisting them during meal times and bathroom breaks.*

**Guiguinto Day Care Center, Guiguinto, Philippines**

* ***Teaching Assistant Internship Program, June 2000 – September 2001***
* *Organizes the daily set up of the classroom for a conducive learning environment;*
* *Monitors and guides students in completing the class activities;*
* *Supports the teacher in the classroom management;*
* *Assists teachers in the daily activities, lesson planning and classroom supervision;*
* *Responsible in the classroom management when the teacher is not around;*
* *Assists in the preparation and marking of the assessments/exam papers;*
* *Maintains communications with parents to keep them updated with their child’s development; and*
* *Maintains a nurturing environment for the students by assisting them during meal times and bathroom breaks.*

**Address Downtown Dubai, Dubai, UAE**

* ***Kids Club Coordinator, April 2018 – February 2019***
* *Organizes and sets up the newly re-opened Kids Club;*
* *Leads the team of Kids Club agents;*
* *Establishes rules and regulations, children’s registration system, weekly/annual kid’s programme, and the Standard Operating Procedures of the Kids Club;*
* *Promotes and maintains excellent level of hygiene and health and safety standards;*
* *Develops the standard month-end report, revenue report and inventory report of the Kids Club;*
* *Mainly responsible for ordering and purchasing supplies, equipment and toys for the Kids Club;*
* *Maintains records of suppliers for the Kids Club;*
* *Facilitates educational activities, indoor games, and entertainment for the kids;*
* *Interacts with kids and parents at the Kids Club;*
* *Responsible for the administrative tasks of the Kids Club; and*
* *Works as per the operational needs of the hotel.*
* *As a member of the Front Office Team – Assists the team in providing excellent service in the Club Lounge;*
* *Provides Food and Beverage (F & B) services*
* *Checks-in and checks-out Club Lounge guests*
* *Welcomes the guests at the Reception Desk*
* *Monitors and maintains the inventory of the F&B equipment and supplies*
* *Generates Club Lounge reports – Club guests, Club supplies, Club equipment*

**Al Alamein Marrasi, Egypt**

* ***Task Force – Kids Club, August – September 2018***
* *Trains the Kids Club staff as per the Dubai standards – management, operations, hygiene and interacting with children and parents****;***
* *Organizes and sets up the newly renovated Kids Club;*
* *Establishes rules and regulations, children’s registration system, weekly kid’s programme, and Standard Operating Procedures of the Kids Club;*
* *Promotes and maintains excellent level of hygiene and health and safety standards;*
* *Develops the standard month-end report, revenue report and inventory report of the Kids Club;*
* *Mainly responsible for ordering and purchasing supplies, equipment and toys for the Kids Club;*
* *Maintains records of suppliers for the Kids Club;*
* *Facilitates educational activities, indoor games, and entertainment for the kids;*
* *Interacts with kids and parents at the Kids Club;*
* *Responsible for the administrative tasks of the Kids Club; and*
* *Works as per the operational needs of the hotel.*

**The Address Downtown Dubai, Dubai, UAE**

* ***Kids Club Coordinator, May 2013 – October 2014***
* *Organizes and sets up the newly re-opened Kids Club;*
* *Leads the team of Kids Club agents;*
* *Establishes rules and regulations, children’s registration system, weekly/annual kid’s programme, and the Standard Operating Procedures of the Kids Club;*
* *Promotes and maintains excellent level of hygiene and health and safety standards;*
* *Develops the standard month-end report, revenue report and inventory report of the Kids Club;*
* *Mainly responsible for ordering and purchasing supplies, equipment and toys for the Kids Club;*
* *Maintains records of suppliers for the Kids Club;*
* *Facilitates educational activities, indoor games, and entertainment for the kids;*
* *Interacts with kids and parents at the Kids Club;*
* *Responsible for the administrative tasks of the Kids Club; and*
* *Works as per the operational needs of the hotel.*

**One and Only The Palm, Dubai UAE**

* ***Senior Supervisor, November 2010 – August 2012***

***(Sports and Leisure Department)***

* *Organization and set-up of Kids Only (Children’s Centre) office and play area*
* *Supervision of department staff and delegation of tasks*
* *Management of administrative tasks of Kids Only (Children’s Centre) office*
* *Represents the department in Quality Assurance meetings with the Executive management*
* *Develops annual programme of Kids Only (Children’s Centre) weekly activities*
* *Organizes seasonal and annual events for Kids Only (Children’s Centre) guests*
* *Conducts trainings for new staff*
* *Provides instructions and trainings to babysitters*
* *Prepares staff roster for the Recreation Department and monitors staff attendance*
* *Compiles attendance sheets of all Recreation staff and submits month-end attendance report of the department to the Recreation Manager, Director, Finance Department and General Manager*
* *Pioneers the establishment of Recreation Department Standard Operations Procedures Manual*
* *Prepares month-end reports, statistics and Pool & Beach revenue sheets*
* *Responds to daily enquiries through phone calls, emails and from walk-in guests*
* *Liaises with other departments – Engineering, Finance, Quality Training, Human Resources, Housekeeping and Food & Beverages*
* *Front liner to all Sports and Leisure in-house and walk-in guests*

 **One and Only Royal Mirage, Dubai UAE**

* ***Supervisor, August 2008 – October 2010***

***(Kids Club)***

* *Assists in the supervision of 3 Kids Clubs (Children’s Centre)*
* *Prepares weekly children’s programme*
* *Organizes daily children’s activities*
* *Interacts with children and participates with their games/activities*
* *Suggests revisions in the Sports and Leisure Department Standard Operations Procedures Manual*
* *Assists in managing Pool & Beach bookings and revenue sheet*
* *Prepares purchase requests and liaises with suppliers*
* *Assists in preparing revenue report, supplies inventory, kids forecast report and statistics every month*
* *Prepares staff roster for the 3 Kids Club and monitors staff attendance*
* *Compiles attendance sheets of all Sports and Leisure staff and submits month-end attendance report of the department to the Director, Finance Department and General Manager*
* *Responds to daily enquiries through phone calls, emails and from walk-in guests*
* *Front liner to the Kids Only (Children’s Centre) and Pool & Beach guests*
* ***Children’s Hostess, February 2007 – July 2008***

***(Kids Club)***

* *Maintenance and organization of the The Palace Kids Club*
* *Organizes daily children’s activities*
* *Interacts with children and participates with their games/activities*
* *Organizes and facilitates birthday celebrations for in-house child guests*
* *Prepares month-end statistics, inventory report and programme invitation letters*
* *Front liner to the Kids Only (Children’s Centre) and Pool & Beach guests*

**Personal Information**

Highest Educational Attainment *Bachelor of Elementary Education (March 2003, Philippines)*

Nationality *Filipino*

Date of Birth *31 October 1982*