**Objective:**  A competitive professional would like to broaden her experience by taking challenging assignments, which enables her to exercise communication, organizational and administration skills in an effective manner. Aims to be an asset to any organization, group or team she will be working with.

**Core Competencies:**

* Customer Service
* Cost efficient
* Committed
* Initiative
* Quick Learner
* Open minded
* Mail Management
* Excel spreadsheets
* Strong Problem solver

**Skills:**

Computer: 40 wpm, proficient in scan/copy/fax,

Programs: Microsoft Office-such as Word, Excel, Outlook, PowerPoint, Publisher and Movie Maker.

Industry Programs: PMS, Micros, POS, Raptor, e-Point

Languages Spoken: Filipino (Tagalog & Hiligaynon) - Fluent, English-Fluent,

**Work Experience:**

* **Emirates Health and Fitness Club** , (Nov. 5, 2014 – Feb. 3, 2016)

***Duty Manager*** - *Sharjah,**UAE*

Duties and Responsibilities:

* To be fully conversant with monthly/daily sales performance and assist the Sales and Marketing team to ensure maximum results for the business is achieved.
* Promoting Activities to meet customer demand and generate revenue
* Advertising and promoting the club or centre to increase usage.
* Maintaining high levels of customer care, often with a particular focus on avoiding loss of existing users.
* Managing maintenance, insurance, repairs and cleaning.
* Training and supervising staff, co-ordinate break times and relief.
* Carrying out health and safety checks on the equipment and site.
* Prepares LPO to order and receive stocks.
* To deal with any membership inquiries for walk-in, phone or email from clients.
* Responsible of administrative duties such as data base updating, monthly reports and etc.
* Manages receptionist and cashiers and relieve them when necessary.
* Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
* Evaluate guest feedback obtained, both internally & externally, taking relevant action on feedback points received.
* Perform various financial activities such as cash handling, and payroll.
* Ensure all company and cash handling procedures are adhered to at all times and any discrepancies identified are fully investigated with appropriate action taken.
* **Café and Bar Pte. Ltd** (Feb. 15, 2012-Sept.30, 2013)

**RestoBar Floor Supervisor -** *Clarke Quay, River Valley Rd. Singapore*

Duties and Responsibilities:

* To be fully conversant with monthly/ daily sales performance and assist the Manager to ensure maximum results for the business is achieved.
* Maximize productivity of labor resources.
* To act as an ambassador, lead the team to exceed guest expectations and deliver exceptional service.
* Evaluate guest feedback obtained, both internally & externally, taking relevant action on feedback points received.
* Perform various financial activities such as cash handling, deposit preparation, and payroll.
* Ensure all company and cash handling procedures are adhered to at all times and any discrepancies identified are fully investigated with appropriate action taken.
* Prepares weekly roster, and make sure that the outlet have enough manpower for everyday operation especially on busy days and pick hours.
* Resolve customer complaints regarding food and beverage service.
* Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
* Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
* Ensure that all food and beverage are properly presented before serving based on the outlets/company standards.
* Inspect supplies, equipment, and work areas to ensure efficient service and performance to standards.
* Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
* Checking call reservations, email and answering messages to ensure that all reservations are being catered.
* **Oklahoma City Marriott Hotel** (Feb. 2011-July 2011)

**In-room-dining Server/ Bar Receptionist (hostess) -** Oklahoma City, OK, USA

Duties and Responsibilities:

* To keep hotel corridors free of used Room Service items at all times.
* To ensure room service station is attended in all times while on duty.
* To follow specified procedures to provide prompt, efficient, gracious customer service of hotel guest in their room, including answering department telephones, taking and delivering orders and preparing and presenting guest checks.
* Make that all request and complaints of the guest are being taking care.
* To maintain cleanliness and safety of work areas at all times.

**Bar/Club Receptionist (door host)** - Oklahoma City, OK, USA

Duties and Responsibilities:

* Greeting guest politely.
* Checking call reservations and answering messages to ensure that all reservations are being catered.
* Collects the cover charge as the guests enter the bar.
* Say farewell to the guest and thanking them for being with us.
* Arrange/Calls cab for guest for departure.
* **City Marriott Hotel** (Sept 2010 - Feb 2011)

**Housekeeping Floor Supervisor/ Housekeeper** Oklahoma City, OK, USA

Duties and Responsibilities:

* Inspects guest rooms, meeting rooms, public areas and hallways to maintain cleanliness and order.
* Ensures that facility complies with brand quality performance standards.
* Supervise & assist the housekeeper while cleaning rooms.
* Assisting the needs of the guest needs, in coordination with front desk and maintenance personnel.
* Maintains effective guest relationships.
* Cleaning rooms and to make sure that everything is in place and ready to sell.
* Making sure the all reward members are being taking care of especially their pre arrival request and making sure that everything is ready in their room.
* **Hotel Bacolod** (April 2010- July 2010)

***Receptionist / Waitress -****Bacolod City, Negros Occidental, Philippines*

Duties and Responsibilities:

* Greeting guests politely and escorting them to their respective tables, pulling seats for them, giving them menus and ensuring that they are comfortable.
* Making sure that all menus are in good condition, free of stains or spots and complete.
* Checking call reservations and answering messages to ensure that all reservations are catered.
* Prepares the mis-en-place before and after shift.
* Check & monitor the readiness and cleanliness of the dining area.
* Responsible for monitoring and making inventory of all supplies placed in the station.
* Request linen from the housekeeping department.
* Saying goodbye to guests and inquiring them about the quality of the service we provide at the restaurant.

**Education:**

**College:** **Bachelor of Science in Hospitality Management (**June 2006- Mar. 2010)

*University of St. La Salle-Bacolod*, *La Salle Philippines*

**Personal Information:**

Date of Birth: December 26, 1989

Place of Birth: Manila, Philippines

Sex: Female

Civil Status: Single

Age: 26 years old

Citizenship: Filipino)

**First Name of Application CV No:** **485238**

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