



Nancy R. Afante

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Objective-----

Seeking a position at the front desk of that will use my well honed skills in the hospitality industry to provide excellent guest services.

Summary-----

A self motivated individual with positive approach and ability to lead and motivate other whilst delivering effective business result. Front desk supervisor with more than 5 years experience in providing quality guest service adhering to the standard and policy of the company. Capacity Supervising all front office operations (PBX, Providing coaching, training , disciplining and counseling to all front office shift employees.

Summary Of Qualifications-----

PREPARING NIGHT REPORTS AS NIGHT MANAGER

- Recapitulation report
- Market Share report
- Room Analysis Report
- Revenue Report
- Competitor Statistics Reports
- Preparing the Daily Sales Report for Management
- Matching All the folios, tally the revenue
- Income Month end Closing

JOB TASK & DESCRIPTIONS:

- Check the F&B Tousse Report against the wishnet Journal.
- Check and balance the F&B outlet audit with touse Report.
- Check the lost interface Folio for any charges.
- Check the PM(Group Master Folio & Special Account) folios and update the Income Auditor).
- Check the F&B discounts whether it's given as per the hotel policy and submit to the Income Auditor).
- Check the Front Office cashier journals against the cashier postings and receipts,
- Check the cashier postings whether its post to the correct code.
- Check the rebates, paid outs, refunds with the proper attachments as per ADNH policy and procedures.
- Check the F&B voids and submit to the income auditor.
- Check the front Office Cashier Credit card postings against the journal.
- Check TALLY betweenousse and wishnet for all outlet cash.

- Print the NIGHT AUDIT REPORTS from the toushe and wishnet.
- Make sure the credit card machines in the outlets are settled and print the settlement report.
- Balance and update the credit reconciliation as per the credit card report from the wishnet and POS machines.
- Submit the credit card transaction folios to the income auditor.
- Balance the City ledger transaction folios against the wishnet and submit to the accounts receivables.
- Check the complimentary room forms for the day and update the complimentary room report.
- Check the house use forms for the day and update the house use report.
- Prepare the daily revenue report.

RESERVATION:

- Responsible for handling all incoming calls to the reservations department in a professional, efficient, friendly manner.
- Answer inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Greet, register, and assign rooms Make and confirm reservations.
- Monitor room availability and guests' accounts.
- Verify customers' credit, and establish how the customer will pay for the accommodation.
 - Record guest comments or complaints, referring customers to managers as necessary.
 - Review accounts, posting other miscellaneous charges, collect payments during check out process.
 - Contact housekeeping or maintenance staff when guests report problems.
 - Advise housekeeping staff when rooms have been vacated and are ready for cleaning.
 - Arrange tours, taxis, or restaurant reservations for customers.
- Maintains awareness of Sales opportunities revenue and meeting of guest expectation.
- Manage Afternoon Shift; with positive and upbeat personality with a desire to deliver outstanding customer service to guest have the ability to multi-task, be detail-oriented, and be able to problem solve in order to effectively deal with internal and external customers.

Work Experience-----

- **FRONT OFFICE SUPERVISOR** **-March 25,2019-March 21,2020**
Blue Diamond Al Salam Resort-Fujairah UAE
- **NIGHT FRONT OFFICE SUPERVISOR / NIGHT AUDIT** **-Jan. 23 2012 – 7 years**
NIGHT MANAGER RELIEVER /NIGHT IN CHARGE
Al Diar Siji Hotel and Al Diar Siji Hotel Apartment, Fujairah
Managed by: ABU DHABI NATIONAL HOTELS, United Arab Emirates
- **Assistant Administrator Cum Sales & Marketing** **-Jan. 2006 till Dec. 2010**
NATASHA SALES CENTER Naga City, Philippines
Perform sales inventory / Prepare sales report / Advertise sales promotion / Update selling prices
- **Assistant Administrator Cum Secretary to The Chairman** **-Feb. 2001 – Oct. 2005**
Emirates International Consulting Centre, Abu Dhabi, United Arab Emirates
- **FRONT OFFICE RECEPTIONIST** **-Aug. 1998 to July 2000**
CUM CASHIER/ DEPARTMENTAL TRAINER
BEACH ROTANA HOTEL, Abu Dhabi, United Arab Emirates
- **ON JOB TRAINING: STAFF NURSE 1993 to 1995**
BICOL REGIONAL HOSPITAL, Naga City-Philippines

- Renders a systematic, manageable, accurate and reliable nursing intervention.
- Assist and carries out Doctor's orders efficiently and competently.
- Encodes patient's data, and proper documentation of nurse's note, Vital Signs sheets input and output, specimen signature of the patient's chart.
- Regulates fluid consumption and monitors/ operates apparatuses attached to the patient such as pulse oxymeter, cardiac monitor, oxygen, ventilator, infusion pump, nasogastric, endotracheal and colostomy tubing.
- Refers to the Doctor any untoward signs and symptoms and progress of the patient.

Education-----

COLLEGE-

BACHELOR OF SCIENCE IN COMMERCE-University Of Nueva Caceres, Naga City-Philippines

1990-1991 –Preparatory

BACHELOR OF SCIENCE IN NURSING University Of Saint Anthony, Iriga City -Philippines

1991-1995 Graduated with Diploma

SECONDARY-St. Bridget's School, -Philippines

1986-1990 Graduated

PRIMARY -Univesity of Sta. Isabel, Naga City - Philippines

1980-1986 Graduated

Awards & Certificates-----

- Received : CERTIFICATION OF APPRECIATION
Fujairah Bunkering & Fuel Oil Forum- FUJCON 2015
Hosted by the Government of Fujairah
23-25 March 2015
- CERTIFICATE OF TRAINING –COMPLETION
CUSTOMER SERVICE-05/11/2014
- CERTIFICATION OF RECOGNITION FOR 5 YEARS OF CONTINUOUS SERVICE
Siji Hotel and Apartment, Fujairah UAE
- AWARDED SUPERVISOR OF THE 4th Quarter 2017
Siji Hotel and Apartment, Fujairah UAE
- AWARDED SUPERVISOR OF THE YEAR 2013
Siji Hotel and Apartment, Fujairah UAE
- AWARDED SUPERVISOR OF THE 4th QUARTER YEAR 2013
Siji Hotel and Apartment, Fujairah UAE
- AWARDED EMPLOYEE OF THE MONTH-OCTOBER 2012
Siji Hotel and Apartment, Fujairah UAE
- DIPLOMA & GRADUATED : With Degree of Bachelor Of Science In Nursing (B.S.N.)
As per S.O. (B) No. 410-0019 s.1995 dated 13,1995
- Standard First Aid Training : Certified March 5, 1994
- Basic Life Support –Adult CPR: Certified March 5, 1994

Skills & Capabilities

- Excellent Communication skills in English- verbal and written
- MINIMAL-ARABIC
- Ability to withstand pressure
- Good Negotiation skills
- Ability to network and establish good contact within the industry
- Excellent Sales Skill
- Good in team work as Individual Task
- Leadership and Management Skills (Strong communication skills and superior leadership abilities.)
- Efficient in Multi-tasking without compromising quality of work

Special Training: Hotel Management

- TRAINEE: NIGHT AUDITING / 29 November, 2012 to January 05, 2013
- DEPARTMENTAL TRAINER: AWARDED
ROTANA HOTELS, SUITES, RESORTS April 2000 /Abu Dhabi Grand Rotana Hotel, U.A.E.
- HOTEL RESERVATION (6 months) August 1998 to January 1999:
Rate Structure The Beach Rotana Hotel, Abu Dhabi- U.A.E.
- SALES AND MARKETING (1 week) April 1999:
Budgeting and Technique
The Beach Rotana Hotel, Abu Dhabi- *U.A.E.*

Computer Literate

- WISH.NET (Windows Bases Information System for Hotel)
- Hotel Establishment Information System for CID ENCODING-ENGLISH
- Open Tec System /ePassport Reader System
- MS WORD & EXCEL 2000
- FIDELIO version 5.26/ version 6.04/version 6.11
- MS DOS Guestware Hotel Management Innkeeper 2.0 System
- FoxPro / LAN 2.0 - Front Office section/F & B section

Personal Data

PASSPORT NO. :EC64221343
DATE ISSUANCE :07 JAN 2016
DATE EXPIRATION :06 JAN 2021
CITIZEN :FILIPINO
CIVIL STATUS :SINGLE

VOLUNTEER WORKS

- A. Clinical Exposure -1999
- B. Community Health Nursing
- C. VOLUNTEER : " OPERATION SMILE ". -FREE Repair Childhood Deformities /cleft palates

Certificates and References shall be furnished upon request.