

Lady Vanesa B. Florendo

Block 10 Lot 11 Joanna St. Camella Homes II-D
Soldier's Hills Village, Bgry. Putatan Muntinlupa City,
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Objective: To be a part of competitive environment as food and beverage server, and experience more of my flexibility, enhance my communication towards diverse customer and to continue seeking for wisdom and challenges for growth and be more efficient leader.

Work experience:

- ❖ Sea Chefs Cruises Ltd. (Five Star Marine Services)
Bar Waitress (MS Artania CruiseShip)
August 19, 2019- April 10, 2020

- ❖ Golden King Buffet Restaurant
Food Attendant/Receptionist
Hobbies of Asia Macapagal Avenue
November 10, 2013- April 10, 2018

- ❖ ACACIA HOTEL MANILA
External Internship- Steakhouse and Acaci Buffet Restaurant
Filinvest Corporate City, Alabang, Muntinlupa
Duration: October 04, 2017- November 23, 2017

- ❖ Apac Customer Services, Inc.
Customer Service Representative
Cyberpark, Araneta Center Cubao, Quezon City
July 09, 2012- October 20, 2012

- ❖ Whitemoon Bar and Restaurant
Acoustic Band Vocalist
Leonard wood road, 2600 Baguio City
December 2007- May 2012

- ❖ Gerry's Grill Restaurant
Receptionist/Food Server
Market-Market Taguig City/Jupiter St. Makati City
November 2006-May2007

- ❖ SM Department
Store Checker
Southmall, Las Pinas City
August 30, 2004-December 10, 2004

- ❖ Chowking
Cashier
Upper Ground Floor, Metropolis Alabang
December 21, 2002-May 25, 2003

Trainings/Seminars Attended:

- ❖ Proficiency in Crisis Management and Human Behavior Training including Passenger Safety, Cargo Safety and Hull Integrity Altitude Maritime Training Center, Inc.
Ground Floor GLC Bldg. A. Mabini Street, corner T.M Kalaw Street
Ermita, Manila, Philippines
July 18, 2018 – July 19, 2019

- ❖ Crowd Management, Passenger Safety and Safety Training for Personnel Providing Direct Services to Passengers in Passenger Spaces
Magsaysay Learning Resources- Magsaysay Training Center
6F Times Plaza Building, United Nations Avenue corner Taft Avenue,
Ermita, Manila, Philippines
April 17, 2018 – April 18, 2018

- ❖ Ship Security Awareness Training and Seafarers with Designated Security Duties
Magsaysay Learning Resources- Magsaysay Training Center
6F Times Plaza Building, United Nations Avenue corner Taft Avenue,
Ermita, Manila, Philippines
April 11, 2018

- ❖ External Internship- ACACIA HOTEL MANILA
The Steakhouse, the Lobby and Acaci Buffet Restaurant
Filinvest Corporate City, Alabang, Muntinlupa
Duration: October 04, 2017- November 23, 2017
Hours Rendered: 400 hours

- ❖ Personality Enhancement Training
Magsaysay Institute for Hospitality and Culinary Arts (MIHCA)
3rd/4th floor, Times Plaza Building. UN Avenue, Ermita Manila
Duration: July 28, 2017

- ❖ MIHCA Internal On the Job Training
Illumine Fine Dining Restaurant
Magsaysay Institute for Hospitality and Culinary Arts, Manila
Duration: April 17, 2017- June 16, 2017
Hours Rendered: 300 hours

- ❖ Basic Training
PNTC Colleges- Maritime Training Center
Intramuros Corporate Plaza Recoletos St. Intramuros, 1002 Manila
January 13, 2014- January 21, 2014

Certifications/Professional Qualifications:

- ❖ Certificate of Proficiency in Ship Security Awareness Training and Seafarers with Designated Duties
Maritime Industry Authority
Date of Issue: July 24, 2018
Certificate No. 27-619156
SN: 4232462

- ❖ Certificate of Proficiency in Basic Training
Maritime Industry Authority
Date of Issue: July 24, 2018
Date of Expiry: July 24, 2023
Certificate No. 24-798351
SN: 4232461

- ❖ Certificate of Completion in Crisis Management and Human Behavior Training Including Passenger Safety, Cargo Safety and Hull Integrity
Altitude Maritime Training Center, Inc.
Ground Floor GLC Bldg. A. Mabini Street, corner T.M Kalaw Street
Ermita, Manila, Philippines
Conducted Date: July 18, 2018 – July 19, 2018
Certificate No. CRI082AM-A-4648

- ❖ Certificate of Completion in Ship Security Awareness Training and Seafarers with Designated Security Duties
Magsaysay Learning Resources- Magsaysay Training Center
6F Times Plaza Building, United Nations Avenue corner Taft Avenue, Ermita, Manila, Philippines
Conducted Date: April 11, 2018
Certificate No. 18-393-00907

- ❖ Certificate of Completion in Crowd Management, Passenger Safety and Safety Training for Personnel Providing Direct Services to Passengers in Passenger Spaces
Magsaysay Learning Resources- Magsaysay Training Center
6F Times Plaza Building, United Nations Avenue corner Taft Avenue, Ermita, Manila, Philippines
Conducted Date: April 17, 2018 – April 18, 2018
Certificate No. 18-327-01098

- ❖ National Certificate II of Food and Beverage Services Technical Education and Skills Development Authority (TESDA) RBM Skills Training and Assessment Center, INC.
3rd floor Paco Bldg., Paco Gil St. cor Gen Luna, 673 Paco, Manila
Assessment Date: July 12, 2017
Valid until: July 11, 2022
Certificate No. 17130602096740

- ❖ Certificate of Completion in Basic Training
 - Elementary First Aid(EFA)
 - Personal Survival Techniques(PST)
 - Fire Prevention and Fire Fighting(FPFF)
 - Personal Safety and Social Responsibility(PSSR)
 PNTC Colleges- Maritime Training Center
 Conducted Date: January 13-21, 2014 Certificate No. BT-14-0105431

Skills:

- ❖ **Communication Skills:** communicate positive and clear speaking voice
- ❖ **Listening Skills:** listen and respond to request, and follow up to assure satisfaction.
- ❖ **Customer Service/Sales:** Skilled in essential physical job functions anticipating needs and empathizing with diverse customers, adaptable and quickly identify and resolve problems. Upselling ability, without over-selling.
- ❖ **Server:** Accurately and quickly take place all food orders. Answer questions about cooking methods menu items, specials and prices. Prepare and/or deliver food, beverage and dessert orders. Check food for appearance, temperature and portion size, and deliver food orders in a time.
- ❖ **Team leader/Trainer:** Experienced in leading teams, delegating work, enforcing policies, and ensuring assigned tasks are completed. Motivate co- workers.
- ❖ **Computer Proficiencies:** Using POS software program. Computer skills (Microsoft word, Microsoft word excel, Microsoft word PowerPoint) Keyboarding skills (30 words per minute with 100% accuracy)

Education:

- Bachelor of Science in Hotel and Restaurant Management
Philippine Women's University Manila
1743 Taft Avenue, 1004 Manila, Philippines
SY: June 2020
- Food and Beverage Services
Magsaysay Institute for Hospitality and Culinary Arts (MIHCA)
4th floor, Times Plaza Building. UN Avenue, Ermita Manila
SY: February 13, 2017- July 28, 2017
- South Crest School
Soldier's Hills Village, Muntinlupa City
SY: June 1998- March 2002
- Soldier's Hills Elementary School
Soldier's Hills Village, Muntinlupa City
SY: June 1991- March 1998

Personal Details:

Date of birth	January 07, 1986
Gender	Female
Height	153 cm
Weight	54 kg.
Marital status	Single
Language spoken	English, Filipino, Basic German, Basic Korean, Basic Nihongo

Character References:

Mr. Ferdinand Carlos
Food and Beverage Program Manager
Magsaysay Institute for Hospitality and Culinary Arts (MIHCA)
Contact# 639178366719

Mr. Joseph Tam
General Manager
Golden King Buffet Restaurant
Contact# 639175001688

Mr. Sunray Torres
Housekeeping GPA No.1
Five Star Marine - Sea Chefs Cruise Ltd.
Contact# 639495884536

Mr. Alain Marasigan
Operations Manager
APAC Customer Services, Inc (EGS)
Contact# 639253695187