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# Darrel John Bartonico

## Experienced Customer Service Professional

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## OBJECTIVE

Experienced hotel and restaurant professional and manager aiming to bring a wealth of experiences in a frontline customer service-oriented organization while acquire professional growth, new skills or certifications that align to today's "new normal"

## PROFESSIONAL RECOGNITIONS

- Star Award Nominee, Excellent Service Awards 2017
- Employee of the Year, NTUC 2017
- Star Supervisory Awardee, Excellent Service Awards 2016
- Gold Awardee, Excellent Service Awards 2015
- Silver Awardee, Excellent Service Awards 2014

## PROFESSIONAL EXPERIENCES

- **Front Services Agent, Movenpick Heritage Hotel**, Sentosa Island, Singapore  
February 2011 to August 2012
- **Front Office Butler, Movenpick Heritage Hotel**, Sentosa Island, Singapore  
September 2012 to December 2014

## MANAGERIAL EXPERIENCES

- **Assistant Guest Relations Manager, Le Meridien**, Sentosa Island, Singapore  
January 2015 to April 2017
- **Duty Manager, Le Meridien**, Sentosa Island, Singapore  
May 2017 to October 2020

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## MANAGERIAL DUTIES AND RESPONSIBILITIES

- i. Facilitate the planning, organizing, and managing of the daily operations of the hospitality staff to ensure efficiency.
- ii. Supervise staff members and ensure all staff place high value on customer satisfaction.
- iii. Check the quantity and quality of supplies and equipment daily, such as guest amenities.
- iv. Maintain a high standard of customer service according to company operating procedures.
- v. Attend to any complaints logged by guests in a professional and timely manner.
- vi. Perform monthly evaluations of staff members according to performance and participation.
- vii. Prepare the monthly budget of the hospitality division and creating expenditure reports for senior management review.
- viii. Work with the human resources department to recruit and train new personnel.
- ix. Determine the future goals of the hospitality division by studying market trends and working with the marketing team.

## RELEVANT SKILLS

- Knowledgeable in Opera System
- Has more than enough exposure in Galaxy Lightspeed System
- Experienced user in Microsoft Office Applications.

## EDUCATION

Degree in **Bachelor of Science in Hotel and Restaurant Management with Specialization in Cruise Line**, Lyceum of the Philippines University

June 2004 to March 2009

## REFERENCES

- **Mrs Crizel Sula Cheng**, Senior Duty Manager  
G Hotel Singapore, 200 Middle Road Singapore 188980  
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- **Ms Rochelle Sarte**, Front Office Service Manager  
Shangri-la Rasa Sentosa Resort & Spa, Singapore  
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