



JENEVY T. DUMO

ABOUT

A service-oriented team leader with years of experience combining management and customer service expertise in hospitality and food service. Possessing a highly-professional attitude, excellent communication/leadership skills, and important ability to work in a team. Looking for a position that would allow me to offer my experiences in an established high quality company.

PROFESSIONAL SKILLS

Excellent customer service skills
Commercial awareness
Flexibility
Good interpersonal skills
Communication skills
Problem-solving skills
Organizational skills
Teamwork skills

PERSONAL SKILLS

Creative spirit
Reliable and professional
Organized
Time management
Team player
Fast learner
Motivated

CONTACT

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SOCIAL

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WORK EXPERIENCES

GUEST SERVICE ASSOCIATE (APRIL 2021 - PRESENT)

LAFAYETTE LUXURY SUITES

#1 Military Cut-off, Baguio City, Philippines

- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties such as processing payments and handling complaints.
- Being a source of information to guests on various matters such as transport and restaurant advice.
- Accommodating general and unique requests.
- Diffusing conflict or tense situations with guests.

RESTAURANT SUPERVISOR (SEPTEMBER 2015 - FEBRUARY 2020)

FOREST HOUSE BISTRO AND CAFE / BED AND BREAKFAST

#16 Loakan Road, Baguio City, Philippines

- Oversees all front and back of the house restaurant operations.
- Ensures customer satisfaction through promoting excellent service; responds to customer complaints tactfully and professionally.
- Maintains quality control for all food served.
- Analyzes staff evaluations and feedback to improve the customer's experience.
- Generates weekly, monthly, and annual reports.
- Trains new employees and provides ongoing training for all staff.
- Manages in-house venue for special events including request for special set-ups and buffet services.
- Provides excellent housekeeping service for bed and breakfast guests.
- Head Cashier, Server, Barista, and Housekeeper.

BARISTA (JANUARY 2014 - APRIL 2014)

BEANSTALK BISTRO

#45 Session Road, Baguio City, Philippines

- Prepare and serve coffee and tea drinks that meet quality standards
- Properly handle and maintain all equipment
- Respond to orders, questions, concerns, and complaints in a polite and efficient manner
- Accurately handle cash and credit card payments, following appropriate cash-handling procedures
- Serve customers quickly and efficiently.

FRONT DESK OFFICER (APRIL 2013 - JULY 2013)

PALADIN HOTEL

#136 Abanao Extension, Corner Carino Street, Baguio City, Philippines

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner

CERTIFICATIONS

- **National Certificate II (NC II) in Front Office Services**

TESDA Certificate No. 18141102012858

- **National Certificate II (NC II) in Customer Services**

TESDA Certificate No. 19141102010054

EDUCATION

BACHELOR OF SCIENCE IN COMMERCE MAJOR IN HOTEL AND RESTAURANT MANAGEMENT

SAINT LOUIS COLLEGE, City of San Fernando 2500 La Union | 2009 - 2013

PERSONAL DETAILS

BIRTHDAY: 06 SEPTEMBER 1992

CIVIL STATUS: MARRIED

NATIONALITY: FILIPINO

RELIGION: ROMAN CATHOLIC

HEIGHT: 5'3"

WEIGHT: 63 KG

CHARACTER REFERENCE

MS. ANA CALILUNG

MANAGER | FOREST HOUSE BISTRO AND CAFE

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MS. JANET ANN DE VERA

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