

JOY MENDOZA YAP

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OBJECTIVE

Looking for a career in an established company, in a position whereby the skills and Knowledge acquired during my varied work experience can be used to contribute to the company's growth, be a good team member. I also hope to gain personal growth within the Company.

EMPLOYMENT HISTORY

Jones Lang LaSalle - JLL

19TH Floor, NEX Tower.

6786 Ayala Ave, Legazpi Village

Makati. 1229 Metro Manila.

JAN 2019- MAR 2020

Facilities Coordinator

Manage Building and equipment maintenance schedules, test building security systems and prepare for emergencies by creating action plans. Also, involved in planning for the future building space. And supply needs of an organization.

Union Falcon Electro Mechanical Contracting

Al Fardan Building.

Khalid Bin Al Waleed Road

Burdubai, Dubai.

Dec 2016- Dec 2018

Receptionist/ Secretary

My duties are answering calls, taking messages and handling correspondence maintaining diaries and arranging appointments. typing, preparing and collating reports. filing.organising and servicing meetings (producing agendas and taking minutes).

One World Hotel

First Avenue, Bandar Utama
Petaling Jaya, Malaysia
September 2014 - August 2016

Guest Service Officer

Answer telephone calls from guests seeking to make or cancel hotel reservations. Greet arriving guest, assign rooms, issue keys, and collect guest payment and billing information. Answer guest requests for assistance and coordinate with housekeeping, bell service, staff and management to fulfill guest requirements. Provide guests with access to hotel services Deals with irate guests and find ways to resolve issues to the guest's satisfaction.

Thai Odyssey Sdn. Bhd.

Tropicana City Mall
Petaling Jaya, Malaysia
June 2012 – Aug 2014

Receptionist & Admin Assistant

Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience. Build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service. To deal with guest requests to ensure a comfortable and pleasant stay. To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible. Responsible for accurate and efficient accounts and guest billing processes. Assist in keeping the hotel reception area clean and tidy at all times. To undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area. To administer all routes of reservations to ensure that room bookings are made and recorded accurately. Ensure that all reservations and cancellations are processed efficiently. To keep up to date with room prices and special offers to provide accurate information to guests.

DNATA Singapore Pte Ltd.

Changi International Airport
Singapore
March 2010 - April 2012

Passenger Services Assistant

Checking passenger tickets, passports and other documents at the ticket or gate counter, using airline computer equipment. Provide luggage labels and check a passenger's baggage according to airline specifications. Ensures that luggage does

not exceed a certain size, number or weight, and processes additional charges when necessary. Help passengers select their plane seats. Offer assistance to passengers using electronic kiosks to check in. Upon completion of check-in, informs passengers of their flight's gate location. Also process new bookings for passengers who have missed flights. Responsible for coordinating the boarding of passengers onto aircraft, as well as deplaning. Use intercom systems to announce when planes are ready to board and which passengers in the gate area can board a plane at specific times according to seating class and row. Escort and board passengers with special needs, such as those in wheelchairs, or small children traveling alone.

EDUCATIONAL BACKGROUND

University of Perpetual Help

Associate in Hotel & Restaurant Management

Year Graduated: 2000

PERSONAL DATA

Date of Birth : October 24, 1980
Nationality : Filipino
Religion : Christian (Roman Catholic)
Nationality : Filipino
Languages : English and Tagalog (written and spoken)