

# Munirih Calpo

Reservations Supervisor -  
Hotel

## Contact

### Address

Baguio City, Philippines

### Phone

+63 977 695 0629

### E-mail

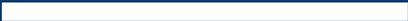
munirihcalpo.can@gmail.com

## Skills

Hotel Accommodations



Travel Bookings



Customer Service



Transportation Information



Payment Processing



Cultural Awareness



Project Management



Verbal and Written  
Communication



Highly motivated hotelier with years of professional experience in reservations, sales and front office department. Seeking a challenging role in a rewarding environment and boosting the company's revenue through reservations online and offline, functions and event, resolving customer's complaints and retaining of customer loyalty are major job responsibilities.

## Work History

Aug 2019 -  
Current

### Reservations Sales Supervisor

*Venus Parkview Hotel, Baguio City, Philippines*

- Maximizes room revenues by utilizing techniques to maximize occupancy
- Maintains accurate room rate control and availability statuses by controlling and advising of rate restrictions and room availability
- Maintains all elements of the reservations system to ensure information is accurate and up-to-date
- Accommodates Sales and Function inquiries before handing it over to respective accounts
- Assists with all outside sales and marketing efforts to all distribution channels
- Provides report of monthly sales revenue, calendar of events and inquiry reports
- Maximizes guest satisfaction and revenues by promoting wineries, facilities and group services
- Maintains a positive, open dialogue with all team members and vendors

May 2019 -  
Aug 2019

### Reservations Sales Executive

*Venus Parkview Hotel, Baguio City, Philippines*

- Dealt efficiently and politely with all telephone, email, internet and in-person enquiries
- Maximized revenue by converting enquiries, recognizing business prospects and opportunities to upsell venue services
- Liaised with clients and customers to coordinate corporate events whilst building rapport and creating professional relationships
- Exercised effective listening to capture relevant information and provide a premium experience for the guest
- Liaised with all departments to ensure the best service is provided to our customers
- Verified that all reservations are input correctly into the system, including billing information

Jan 2018 -  
May 2019

### Reservations Specialist

*Venus Parkview Hotel, Baguio City, Philippines*

- Answered incoming phone calls from potential customers
- Listened to voicemails and call customers back to book reservations

## Software

IFCA System

EZEE Hotel Software System

Extranets

Zen Rooms POS

Microsoft Office Suite

- Scheduled reservations into the company reservation system
- Updated and maintained accurate records for all guests
- Responded to online inquiries from customers
- Provided customers with directions to various locations on and within the property

Aug 2016 -  
Dec 2017

### Front Office Agent

*Venus Parkview Hotel, Baguio City, Philippines*

- Acknowledged guests upon their arrival and assigned their rooms
- Informed customers about payment methods
- Registered clients' necessary information in the database
- Provided information about the hotel
- Responded to clients' complaints in a timely and professional manner
- Liaised with housekeeping staff to accommodate guests' needs

## Internship

- Mar 2016 - May 2016 - Delta Air Lines NAIA Terminal 3, Pasay City, Philippines

## Trainings and Seminars

- 04 Mar 2016 - 26 May 2016 - 420 Hours Practicum Training, Delta Airlines Airport Departure Operations, NAIA Terminal 3, Pasay City, Philippines
- 16 Jul 2020 - eZee Software Training Program

## Certifications

Feb 2015	Certificate of Participation, International Tour Guiding Category, Saint Louis University, Baguio City, Philippines
Mar 2015	Certificate of Appreciation, Hepatitis Awareness and Culinary Trends 101, Saint Louis University, Baguio City, Philippines
Jun 2015	Certificate of Appreciation, Usher - Commencement Exercises, Saint Louis University, Baguio City, Philippines
Aug 2015	Certificate of Appreciation, Investiture Rites of the 7th President, Saint Louis University, Baguio City, Philippines
Oct 2015	Certificate of Appreciation, Usher - Twelfth Annual Hotel, Restaurant and Tourism Weekend, Baguio Country Club, Baguio City, Philippines
Nov 2015	Certificate of Participation, 62nd Annual Mine Safety and Environment Conference, Baguio City, Philippines

Feb 2016	Certificate of Participation, 5th National League of Tourism Students of the Philippines - Skills Olympics, University of Baguio, Philippines
Oct 2016	Certificate of Participation, Travel and Tours Competition, Venus Parkview Hotel, Baguio City, Philippines
Nov 2017	Certificate of Participation, Service Excellence and Team Building, Venus Parkview Hotel, Baguio City, Philippines
Apr 2018	Certificate of Participation, Consultation Program on the Convention on Tourism Ethics, Baguio City, Philippines
Aug 2020	Certificate of Participation, Filipino Brand of Service Excellence: Venus' Excellent Nurturing Unparallel Service, Venus Parkview Hotel, Baguio City, Philippines

## Awards

- 09 Feb 2015 - 2nd Place, International Tour Guiding Category, Saint Louis University, Baguio City, Philippines
- 28 Jan 2016 - 2nd Place, International Tour Guiding Competition, Saint Louis University, Baguio City, Philippines

## Education

2018-01 - Current	<b>Master's: Business Administration</b> <i>University of the Cordilleras - Baguio City, Philippines</i>
2012-06 - 2016-05	<b>Bachelor of Science: Hospitality Management, Travel and Tours Management</b> <i>Saint Louis University - Baguio City, Philippines</i> <b>WES Equivalency Report:</b> Bachelor's degree (four years) <b>Valid until</b> Jan 2026

## Languages

Filipino



English



## Additional Information

**CLB Level 7** in IELTS General Training

Listening 7.5

Reading 6.0

Writing 6.5

Speaking 6.5

Overall Band Score **6.5**

**Valid until** Dec 2023

**Reference available upon request**