

# Marinella Sergie Dagatan

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Urayong, Bauang, La Union, Philippines

## PROFESSIONAL SUMMARY

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- Guest Service Manager with a two year and nine months background in overseeing three sections (Bell Service, Transportation and Filling Station). Capable of assigning tasks to drivers and directing vehicle maintenance repairs. Excellent multitasking, time management, and verbal communication talents.
- Motivated Guest Service Manager successful at managing customs compliance, inventory control, customer service and transportation logistics.
- Active team player with ability to provide guest service. Experienced in hotel management positions at 5-star resorts delivering high levels of customer satisfaction.
- A bachelor's degree holder with a hospitality management expertise. Highly effective in welcoming guests and resolving guest service issues.
- Friendly, enthusiastic and able to consistently meet customer service satisfaction goals.
- Customer service professional skilled in training staff and establishing rapport with clients.
- Self-motivated with exceptional verbal and written communication skills and computer abilities.

## WORK EXPERIENCE

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### Guest Service Manager

May 2018 - Feb 2021

Baguio Country Club Corp. • Baguio City, Benguet, Philippines

- Oversees the day-to-day operations of the Bell Service, Transportation and Filling Station section. Coordinate's operations of transportation services for a systematic scheduling of trips for members, guests, events and employees. Makes sure that all vehicles and equipment are in good condition.
- Oversee the daily performance of bell service and valet service staff to ensure the smooth operation of the section. Makes sure that all luggage is delivered and collected accurately, efficiently and promptly. Maintains proper records of luggage kept at the Bell Service area. Provides information to members and guests.
- Organized records of vehicles, schedules and completed orders.
- Monitors and helps members and guests on guest transportation bookings, especially promote hotel transportation to maximize transportation revenue.

### Front Office Service Associate

Dec 2016 - May 2018

Baguio Country Club Corp. • Baguio City, Benguet, Philippines

- Represents the Club throughout all stages of the Members/Guests stay by working with all hotel personnel to ensure every guest experience excellent customer care. Basic responsibilities include registering guests, accommodating special requests and ensuring the guest have a pleasant stay even after checkout.
- Promptly received and forwarded incoming communications, such as phone calls, emails and letters, to appropriate department.

- Answered telephone calls to field inquiries from members, guests, and various other callers seeking information.
- Assists in pre-registration and blocking of rooms for reservations.
- Possesses a working knowledge of the reservations when necessary. Know procedure of cancellation, packages, gift certificate, complimentary accommodation and policies and corresponding charges for late checkouts, day rooms, no shows, cancellation and etc.

**Corporate Communication and Customer Service Assistant**

May 2016 - Nov 2016

Baguio Country Club Corp. • Baguio City, Benguet, Philippines

- Compiled members and guest feedback and recommended service delivery improvements to management.
- Delivered prompt service to prioritize customer needs.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Managed numerous incoming calls each day with utmost professionalism and knowledgeable service.
- Helped our members, guests everyday by approaching conversations with positive attitude.

**EDUCATION**

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**Bachelor of Science in Hotel and Restaurant Management**

2012 - 2016

Don Mariano Marcos Memorial State University - Mid La Union Campus • Catbangan, San Fernando City, La Union, Philippines

- Member of Uddang Cultural Unit - Mluc from 2012-2016.
- Member of the Circle of Hotel and Restaurant Management Student Organization from 2012-2016.
- Former External Vice-President of the Circle of Hotel and Restaurant Management Student Organization from 2015-2016.
- Former Mayor of the Circle of Hotel and Restaurant Management Student Organization from 2014-2015.
- Former Secretary of College of Arts and Management Cultural Unit from 2012-2013.
- Fomer Treasurer of College of Arts and Management Cultural Unit from 2013-2014.

**Secondary Education**

2008 - 2012

Don Eulogio de Guzman Memorial National High School • Calumbaya, Bauang, La Union, Philippines

CAT Awardee, 2012.

**Primary Education**

2002 - 2008

Bagbag Elementary School • Bagbag, Bauang, La Union, Philippines

**SKILLS**

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- Motivated and active team player
- Goal-oriented
- Proficient in MS Office Suite
- Time management skills

- Skilled problem solver
- Active listening skills
- Strong interpersonal skills
- Customer-oriented
- Self-motivated
- Strong verbal communication
- Extremely organized
- Ability to promote outstanding customer relation

## **PROFESSIONAL CREDENTIALS**

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- Customer Service National Certificate II

## **VOLUNTEER WORK**

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### **Philippine Navy Reservist**

Nov 2016 - Present

Philippine Navy • Baguio City, Philippines

Philippine Navy Reservist, PO3 since 2016 of November. Help and rescue people in need especially when typhoon Ompong hit Itogon, Benguet, Philippines last September 15, 2018.

## **AWARDS AND HONOURS**

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### **Performer of the Year**

2016

Awarded as Performer of the Year of the College of Arts and Management.