

**MANOLO G. SANTOS**

73 Cavenagh Road
Cavenagh Gardens, 04-376
Singapore 229624
Mobile: +65 8503 6250
Email: manolosantos16@yahoo.com

PROFILE

A motivated and results-driven individual with supervisory and technical skills. Professional, positive attitude and a strong work ethic. Good verbal and written communication skills and interpersonal skills. Effective leadership, team motivation, and client relations skills. Can work independently with little or no supervision, ability in multi-tasking, adaptive to fast-paced and changing environment. Open-minded and willing to take responsibility.

EDUCATION ATTAINMENT

Bachelor of Arts in Communication Arts
Major in Mass Communication
March 2004 – Degree Holder
ATENEO DE DAVAO UNIVERSITY

WORK EXPERIENCE

2012 May – Present

Duty Manager – Front Office
Asst Executive Floor Manager – Front Office
Conrad Centennial Singapore, Two Temasek Ave.
Singapore

Handles the security, customer service and management concerns of the hotel. Bears a comprehensive knowledge of the hotel, its departments, services and outlets, assisting guests with their needs, requests and requirements. Performs Front Office and Concierge tasks and various roles which enhance guest satisfaction. Assist the Executive Floor Manager in the daily operations, external and internally.

Handles room blockings and inventory, Staff Roster and making sure Par Stock for F&B items at the lounge is maintained. Front office, F&B service and full cashiering rights.

2009 July – 2012 April

Guest Relations Executive – Executive Club Floor
Fairmont Singapore, #80 Bras Basah Road, Singapore

Bears a comprehensive knowledge of the hotel, its departments, services and outlets, assisting guests with their needs, requests and requirements.
Performs Front Office and Concierge tasks and various roles which enhances guest satisfaction.
Assist the Executive Club Manager in the daily operations, external and internally.
Handles room blockings and inventory, Staff Roster and making sure Par Stock for F&B items at the lounge is maintained.

Sept 2006 – June 2009

Front Office Executive/Senior Butler
Madinat Jumeirah, Dubai, United Arab Emirates 75157

Assisting and coordinating all guest needs and requirements.
Maintaining high level of communication with guests in order to indentify and anticipate their individual needs. Front office, F&B service and full cashiering rights.

Dec 1999 - May 2006

Asst. Manager – Front Office
The Marco Polo Davao, Davao City, Philippines

Represented the management in handling guest complaints and handling VIP guests and assist the Front Office Manager in overseeing the activities of the Front Office Associates in order to maintain guest satisfaction.
Conducted daily hotel inspection rounds; checked working condition of hotel equipment, work areas and guest areas and report any irregularities to maximize satisfaction of guest services.

Feb 1997 – May 1997

Guest Servicing Officer
Pearl Farm Beach Resort, Kaputian Samal, Philippines

Operated the Front Desk counter by assisting guests during check-in and check-out and by giving information as required by guests to ensure that optimum service is provided to hotel and non-hotel guests

PERSONAL INFORMATION

Birthdate	May 16, 1977
Civil Status	Married
Languages spoken	English and Filipino

Personal skills and competences

Knowledgeable of Microsoft Office tools (Word, Excel, Outlook and PowerPoint)
Well versed in usage of Opera V4/5, Fidelio V6.20/V7.11, OnQ OS and Micros POS System