



JONEVA RAMOS ANICETO

Block 64, Area I, Sto. Niño 2, San Jose Del Monte, Bulacan,
Philippines
Cell # +63 935 423 0494
E-mail: joneva.aniceto@yahoo.com.ph

SUMMARY OF QUALIFICATIONS

With more than five years of experience in the hospitality industry. One year full-time in the Food and Beverage Department as a banquet and restaurant server in the United States. At the same time, part-time in the Housekeeping Department as a room and spa attendant for three months. Currently in the Front Office Department of Manila Marriott Hotel for more than four years as one of the senior Front Desk Hosts. Holds a Bachelor's degree in Hotel, Restaurant and Institution Management from the University of the Philippines with work expertise in Micros OPERA system and MS Office applications such as Word, Excel and PPT. Excellent guest relations and communication skills with full command over written and verbal English.

WORK EXPERIENCE

Manila Marriott Hotel 2 Resorts Drive, Pasay City, 1309 Metro Manila

Front Desk Host: May 2017 to present

- Processes all guest check-ins by confirming reservations, assigning room, and issuing room keys for frequent individual travelers and group arrivals. Processes all payment types for room charges such as cash, checks, debit, or credit and all checkouts including resolving any late and disputed charges. Answers and records all guest calls, messages, requests, questions, or concerns. Coordinates with Housekeeping to track readiness of rooms for check-in. Runs daily reports such as number of arrivals and departures, identifies any special requests, and checks reports for accuracy. Completes designated cashier and closing reports in the OPERA system. Balances cash transactions and drops receipts according to accounting specifications.
- Awarded as Associate of the Quarter for Front of the House on the 2nd Quarter of 2018.
- Top Marriott Bonvoy Enroller for the year 2017, 2018 and 2019.

Holiday Inn and Suites Makati Palm Drive, Ayala Center, Makati, 1224 Metro Manila

Guest Service Center Agent: November 2016 to January 2017

- Answered telephone calls from guests seeking to make, cancel or modify their hotel reservations through the OPERA. Answered guest requests for assistance and coordinate with housekeeping, bell service, engineering, IT and management to fulfill guest requirements. Handled irate guests and looked for ways to resolve issues to the guests' satisfaction.

Stowe Mountain Lodge 7412 Mountain Road, Stowe, Vermont, 05672 United States of America

Food and Beverage Associate: July 2015 to July 2016

- Mainly served in the banquet events. Assisted restaurant and bar servers as their back servers. Ran food for the buffet table in the restaurant and in the individual guests per table. Also worked as an In-Room Dining server.

Housekeeping Associate: April 2016 to July 2016

- Deep cleaned rooms. Steamed furniture in every room. Cleaned 3-floor spa facility of the hotel.

Sampaguita Residence Hall
University of the Philippines, Diliman, Quezon City

Student Assistant: November 2013 to December 2014

- Assisted the dormers in their stay in the dormitory. Encoded files needed by the dorm manager. Handled records of the dormers, statement of operations and expenses of the dormitory.

EDUCATION

Bachelor of Science in Hotel, Restaurant and Institution Management

University of the Philippines
Diliman, Quezon City, Philippines
June 2012 to December 2016
College Scholar: 1st Sem 2012-2013
2nd Sem 2013-2014
1st Sem 2014-2015
2nd Sem 2014-2015

Bachelor of Science in Applied Mathematics

University of the Philippines
Los Baños, Laguna, Philippines
June 2011 to March 2012

Secondary Education

Ebenezer Christian Academy, Inc.
San Jose Del Monte, Bulacan, Philippines
June 2007 to March 2011
Valedictorian

ORGANIZATIONS

National Youth Commission

- Member, 2012 to present

UP Sanlahi Alliance

- Vice President for Recruitment and Membership, 2013 – 2014
- Event Head, Acquaintance Party 2013
- Member, 2012 to present

UP Lakan

- Marketing Officer – Book drive 2015
- Program Team Staff – Acquaintance Party 2016
- Vice Chairperson for Internal Affairs, 2014-2015
- Applicants Head – Membership Committee, 2013-2014
- Secretary – Membership Committee, 2012 – 2013
- Member, 2012 to present

SEMINARS AND TRAININGS

- Student with honors, Hospitality Professional Course, American Hospitality Academy, Miami, Florida, United States of America, August 13, 2016
- Participant, Destination Hotels Associate Training, Stowe Mountain Lodge, Stowe, Vermont, United States of America, July 22, 2015
- Usherette, Miss Earth 2014, University Theater, UP Diliman, Quezon City, Philippines, November 29, 2014
- Dining Room Staff, UP HEAA Alumni Homecoming, The Tearoom, College of Home Economics, UP Diliman Quezon City, Philippines, November 22, 2014

- Usher, Chancellor Michael Tan's Investiture, Bahay ng Alumni, UP Diliman, Quezon City Philippines, October 17, 2014
- Dining Room Staff, French Embassy Formal Luncheon, Executive House, UP Diliman, Quezon City, Philippines, October 15, 2014
- Participant, Learning From the Masters: A Seminar by the Masters of the Hospitality Industry, GT-Toyota Asian Cultural Center Auditorium, UP Diliman, Quezon City, Philippines, March 8, 2014
- Participant, Learning From the Masters: A Lecture Series by the Masters in the Hospitality Industry, The Tearoom, College of Home Economics, UP Diliman, Quezon City, Philippines, February 3, 2014
- Participant, Coffee Sessions with the Academe: Barista Basics, Beans Talk Phils., Sci-Fi Café, Robinsons Galleria, Ortigas Avenue, Mandaluyong, Metro Manila, Philippines, January 20, 2014
- Affiliate, The Tearoom Dining Room and Kitchen Affiliation, The Tearoom, College of Home Economics, University of the Philippines, Diliman, Quezon City, Philippines, 2nd Semester A.Y. 2013-2014; 1st Semester A.Y. 2014-2015
- Affiliate, University Hotel Housekeeping and Front Office Affiliation, University Hotel, University of the Philippines, Diliman, Quezon City, Philippines, July 9 – September 26 2013
- Participant, The Politics of Love, Alternative Classroom Learning Experience (ACLE), UP Political Society, August 29, 2013
- Participant, Project Bata Mag-aral Ka, UP Sigma Delta Phi, January 19 & 26 & February 2, 2013
- Participant, UP HRIM's Hotel Immersion Program: Introduction to Hospitality Industry, Hyatt Hotel and Casino, Manila, August 25, 2012

PERSONAL INFORMATION

Date of Birth: October 25, 1994

Civil Status: Single

Language: Fluent in Reading and Writing English; Knowledgeable in Reading and Writing Spanish
Proficient in MS Word, Excel & PPT; Knowledgeable in Micros OPERA system

Skills: Singing, Hosting

REFERENCES

Ms. Grace Weihrauch
Front Office Manager
Marriott Hotel Manila
2 Resorts Drive, Pasay City, 1309 Metro Manila
Mobile No. +63 917 591 8045

Ms. Jessica Eno
Food and Beverage Supervisor
Stowe Mountain Lodge
7412 Mountain Road, Stowe, Vermont, USA 05672
Tel. No. +1 802 585 4177

Shirley V. Guevarra, Ph. D.
Dean
College of Home Economics
University of the Philippines, Diliman, Quezon City
Tel. No. (632) 981-8500 local 3401 or (632) 8927-3828