



# JOHN DEEP DE SILVA

GUEST SERVICE AGENT

 Floor 3, Flat B EDF. Vai leng K  
ok No. 7 Travessa dos Juncos,  
Macau, 999078

 +85366268896

 jdeepdesilva@gmail.com

## EDUCATION

- BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT**  
PHILIPPINE WOMEN'S UNIVERSITY, LAGUNA PHILIPPINES  
2011

## PERSONAL DETAILS

- Date of birth**  
June 14, 1991
- Nationality**  
Filipino
- Marital status**  
Married

## SKILLS

- Communication**
- Computer Skills**
- Customer Service**

## LANGUAGES

- English**
- Mandarin**

## WORK EXPERIENCE

- GUEST SERVICE AGENT | JUN 2016 - PRESENT**  
PARISIAN MACAU, MACAU  
Primarily responsible for welcoming all guests to the hotel as well as bidding them farewell. Escorting guests to and from their accommodations, orienting them with the features of the property and their accommodations, assisting the guest in any way to make them feel more comfortable
- FOOD & BEVERAGE SERVER | MAR 2012 - JAN 2016**  
CHILI'S BAR & GRILL RESTAURANT, ALABANG PHILIPPINES  
Take orders, deliver food, clean up and reset the table afterwards, ensure quality service in the dining room and serve meals. Knowledgeable in the foods offered at the restaurant.
- FOOD & BEVERAGE SERVER | MAY 2011 - OCT 2011**  
CABALEN, STA. ROSA LAGUNA PHILIPPINES

## EXTRA-CURRICULAR ACTIVITIES

- ROOM ATTENDANT TRAINING | DEC 2010**  
DUSIT THANI, MANILA
- FOOD ATTENDANT TRAINING | MAY 2008**  
SUPER FERRY, PHILIPPINES
- ROOM ATTENDANT TRAINING | APR 2008**  
GARDEN PLAZA, PACO MANILA

## REFERENCES

- MR. ALLAN LAODAP**  
F & B Area Manager Luzon  
Metro Gaisano  
P: +639052203535
- MR. RICHARD SANIGAN**  
OJT Coordinator  
P: +639215829449
- MS. MELODY DIONES**  
Philippine Women's University  
P: +639158848188