

# ROSSINI S. MONTERAS

HOSPITALITY SENIOR LECTURER  
HOSPITALITY WORKSHOPS TRAINER  
HOTEL INDUSTRY ROOMS DIVISION TRAINER  
HOTEL/RESORT/CRUISE INDUSTRY PROFESSIONAL

Philippines 6100 | [rsmonteras@outlook.com](mailto:rsmonteras@outlook.com) | +63 926 073 3045

## PROFILE

With more than 15 years of experience in various sectors of the Hospitality Industry with a strong background in Hotel, Resort, and International Cruise Industry accommodation and guest service management and operations backed with excellent academic skills as a hospitality senior lecturer and hospitality workshop trainer in Singapore.

Has a proven record in people management, has the capacity to find immediate solutions to problems, an excellent eye for detail, strong analytical and employee relation skills, and consistently work to maximize profits and contribute positively to the organization.

## CORE COMPETENCIES

- Guest service management
- Hospitality workshop training
- Policy and procedure development
- Academic module development, delivery and management
- Employee recruitment and management
- Personnel/Staff training
- Revenue management
- Business development
- Rooms management
- Sales and marketing
- Office administration

## PROFESSIONAL EXPERIENCE

SCHOOL OF HOSPITALITY, REPUBLIC POLYTECHNIC, Singapore

Sept. 2009 – Dec. 2020

Sr. Lecturer

- **Program Head** of Work-Study Program: A Continues Educational Training (CET) for the Hotel working adults from the Year 2019 to 2020. Oversees/runs three modules; Hospitality Revenue Management, Rooms Division Management, and Hospitality Tourism Management.
- **Program Coordinator** of Work-Study Program: Continues Educational Training (CET) for Hotel Working Adults from the Year 2018 to 2019. Works closely with assigned lecturers to continually enhance the delivery of the Hospitality-Tourism Management module.
- **Module Chair** of full-time Diploma in Hotel and Hospitality Management from the Year 2009 to 2020. In-charge of the development, delivery, and administration of Rooms Division Management, Hospitality Information Systems, Hospitality Revenue Management, Resorts, and Cruise Management modules.

BONNINGTON TOWER, United Arab Emirates

2008 - 2009

Front Office Manager

- Set-up entire Front Office Policies and Procedures for pre-opening operation for various sections; Reception, Concierge, Transportation, Telephone Operators, Business Center, Airport Representatives, Butlers, Guests Officers and Front Office Managers.

**DUBAI MARINE BEACH RESORT AND SPA, United Arab Emirates**

2006 - 2008

Front Office Manager

- Runs the daily operations of the Front Office Department (Reception, Reservation, Concierge, Transportation, Telephone Operators, Business Center, Guests Relation Officer, Night/Duty Managers, Assistant FOM).
- Officer In-charge of Hotel Security, Housekeeping Department, and Club/Recreation Manager.
- Handles recruitments, training, counseling, performance evaluation and discipline of the front office staff.
- Analyze operating costs on regular basis and review Occupancy & Revenue Forecast to identify discrepancies.

**NORWEGIAN CRUISE LINE, Miami, Florida, United States of America**

2001 - 2006

Front Office Manager

- Worked with Norwegian Cruise Line' (NCL) Cruise Ships as one of the onboard Senior Officers, dealing with 2,000 to 3,500 international guests per voyage. An overall in-charge of the Front of the House operations, guests' service needs including accommodation, Concierge and Groups services.
- In-charge of guests' Embarkation and Debarkation. Coordinates with the local immigration authorities for ship's clearance prior to embarkation / debarkation.
- Coordinates with Housekeeping, F&B, Security, Shore Excursions and Entertainment departments to ensure for smooth onboard operations.

**GRAND BOULEVARD HOTEL, Manila, Philippines**

1998 - 2001

Front Office Manager

- Responsible for the daily operations of the Front Office Department (Reception, Reservation, Concierge, Transportation, Telephone Operators, Business Center, Guests Relation Officer, Night/Duty Managers, Assistant FOM, Hotel Security and Housekeeping Department)

**CONCORDE HOTEL, Baguio City, Philippines**

1996 - 1998

Front Office Manager

- Responsible for the daily operations of the Front Office Department (Reception, Reservation, Concierge, Transportation, Telephone Operators, Business Center, Guests Relation Officer, Night/Duty Managers, Assistant FOM, Hotel Security and Housekeeping Department)

**PINES CITY COLLEGES, Baguio City, Philippines**

1988 – 1996

College Instructor

Develop Philosophy and Theology modules, teach and supervise students through lectures, demonstrations, group discussion, seminars and case studies.

**EDUCATION**

**Degree** : Bachelor of Arts in Philosophy (Classical)

**School** : Casiciaco Recoletos Seminary  
(Catholic Major Seminary)  
Baguio City, Philippines

AY 1984 – 1988