

# Christine Ruth D. Flores

Phase 4 Block 3 Lot 1 Deca Homes Tungkil  
Minglanilla, Cebu 6046 Philippines  
(+63) 9173026689  
Email address: christinie18@gmail.com

*Goal- directed and results- oriented professional  
with a strong background in customer service  
experience.*

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## Experience

### **RESERVATIONS MANAGER**

(September 2019 – Present)

Shangri-La Mactan, Cebu  
Punta Engano road P.O Box 86 Lapu-Lapu City  
6015 Philippine

- Ensure to drive the Reservations team to excel in phone sales and service delivery, optimize booking opportunities, foster customer retention and loyalty as well as ensure the smooth operations of the Reservations department.
- Implement yield strategies developed together with Revenue to maximize booking opportunities particularly during periods of high demand.

### **RESERVATIONS MANAGER**

(April 2017 - August 2019)

Shangri-La Boracay  
Boracay Island, Malay Aklan 5608 Philippines

### **DISTRIBUTION and RESERVATIONS SUPERVISOR**

(July 2013 – March 2017)

Shangri-La Mactan, Cebu  
Punta Engano road P.O Box 86 Lapu-Lapu City  
6015 Philippines

### **RESERVATIONS AGENT**

(September 2010 – June 2013)

Shangri-La Mactan, Cebu  
Punta Engano road P.O Box 86 Lapu-Lapu City  
6015 Philippines

### **GUEST SERVICE CENTER ASSOCIATE/ TELEPHONE OPERATOR**

(April 2009- June 2010)

Shangri-la Mactan, Cebu  
Punta Engano road P.O Box 86 Lapu-Lapu City  
6015 Philippines

## Certification

- Customer Centric Selling – August 2019
- STAR 5 Training – Back to Basic Call Handling
- Supervisory Excellence – basic principle for supervisory skills, leadership training
- Shangri-la Care 1,2,3 and 4

## Education

Bachelor of Science in Hotel and Restaurant Management – 2005 to 2009  
University of San Carlos  
P. Del Rosario Street Cebu City Philippines 6000

## Professional References

### **Dave Junker**

General Manager  
Shangri-La Mactan, Cebu  
Punta Engano road P.O Box 86 Lapu-lapu City,  
Philippines 6015  
Tel no.: +63 32 2310288  
Email address: dave.junker@shangri-la.com

### **Djoanne Retiza-Uy**

Director of Revenue Management  
Shangri-La Rasa Ria, Kota Kinabalu  
Telephone number: +6088 797888  
Email address: djoanne.uy@shangri-la.com

### **Jegatheesan Velamuthu**

EAM - Rooms  
Shangri-La Barr Al Jissah, Muscat  
PO Box 644, Muscat 100 Oman  
Tel no: +968 2477 6666  
Email address: jegatheesan.v@shangri-la.com