ARESTEL MATUTINA CERVAS

Iloilo City, Philippines

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+63 (915) 365-3851

PROFESSIONAL SKILLS:

- A team player that provides excellent service
- Proficient in MS word, Power Point, Excel, Alice, Nor1 and OPERA Management System.
- Highly sociable and can easily learn
- Fluent in Filipino and English.

PERSONAL INFORMATION:

Birthday: June 24, 1995
Birthplace: Iloilo City
Age: 26 yrs. Old
Civil Status: Single
Nationality: Filipino

EDUCATIONAL ATTAINMENT:

Vocational Course: **Caregiver (9months)**
Lifeline International Caregiver Training Center-Iloilo City
SY: Feb 2021- Nov 2022

College: **Bachelor of Science in Tourism**
Central Philippine University, Jaro, Iloilo City
SY 2012-2016

High School: **Special Science Class**
Sacred Heart Academy, Inc.
Jalandoni St., Zarraga, Iloilo
SY 2008-2012

ACHIEVEMENTS:

TESOL & TEYL Passer

- April 2020

Academic-IELTS Passer

- December 2019

Featured in Washington Post Lifestyle

- Ashley Biden Uniform model
  June 2019

Top Up-seller May-June 2019
Hamilton Hotel Washington DC

Employee of the Month (May 2019)
Hamilton Hotel Washington DC

WORK EXPERIENCE:

Guest Service Representative
December 02, 2019 – PRESENT
Park Inn by Radisson Iloilo
SM City Iloilo Complex, Benigno Aquino Jr. Avenue, Mandurriao, Iloilo City, 5000 Iloilo

Job Description:

- Facilitate check-in and out with Radisson brand standard.
- Answering phone call inquiry both internal and external calls.
- Ensuring guest satisfaction in handling guest request and complaints.
- Able to multi-task every guest request to ensure quality service.

Guest Service Supervisor/ Team Leader
March 2019- October 2019
Hamilton Hotel Washington DC
1001 14 St. NW, Washington DC

Job Description:

- Greeted and registered 60 guests and checking 60 guests out daily, ensuring a delightful arrival and departure experience while delivering outstanding guest service and financial profitability.
- Earned first place out of 12 to upsell rooms; used up-selling techniques to promote services and facilities.
- Handled comments, observations, and complaints within one hour, independently or collaboratively with the duty manager.
- Effectively achieved full guest satisfaction, communicated with relevant departments and ensured quick response.
- Demonstrated excellent cash-handling skills; balance drawers with 100% success settlements.

RESERVATIONS Manager
NOVEMBER 2018-FEBRUARY 2019
Hamilton Hotel Washington DC
1001 14th St. NW, Washington DC
Job Description:

- Processed correct procedure for incoming reservation.
- Dealing group reservation and proper billing routing.
- Determined revenue forecast.
- Process commission payable through third party.

- Balancing rooms to sell. (Weekly basis)
- Resolved guest's complaints with their reservation within a short period of time.

GUEST RELATIONS OFFICER (Executive Lounge) /VIP BUTLER
SEPTEMBER 2016-MAY 2018
Holiday Inn and Suites Makati
Glorietta Mall, Palm Drive, Ayala Center, Makati
Job Description:

- Welcome and fulfills check-in and check-out process of guests courteously and efficiently
- Process payments according to hotel requirements and provide information and assistance to guests and visitors.
- Anticipate guest needs, responds promptly and acknowledge all guest concerns.
- Deliver fruit amenities, pralines and special set-up to VIP guest rooms.
- Handles VIP guests personally and recognize their preference in food and beverage.
- In-charge of the Executive Lounge operations and ensures high quality standard.
- Prepares the buffet area to ensure that food and beverage are of quality.
- Responsible for the daily and monthly inventory of all club lounge supplies.

SEMINARS and TRAININGS ATTENDED

- **Fire, Life &Safety Refresher & Training**
  Park Inn by Radisson Iloilo
  January 30, 2022
- **Personal & Credit Card Data Refresher & Training**
  Park Inn by Radisson Iloilo
  January 2022

CHARACTER REFERENCE

Camille Villones
Human Resource Coordinator
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Director of Rooms Division
Hamilton Hotel Washington DC
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