

Lea Woodiza Elegores Garcia

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SUMMARY

Guest service oriented team member with 4 years and 10 months experience in Hotel Spa Industry and 7 years experience in Banking Industry. Experience in managing manpower, sales and marketing and cashiering field. Expert in handling POS, greeting guests, up-selling products, making training plan of the team, assigning monthly schedule of the team and audit related documents needed during hotel audit and branch audit.

AREAS OF EXPERTISE

- | | |
|--|---------------------------------|
| -Guest service | -Cash Handling Operation |
| -Bill Generation | -Product Replenishing |
| -Inventory Report | -POS Operation |
| -Good Communication skill | -Inter-personal Skill |
| -Monthly Team Schedule plan | -Departmental Training Plan |
| -Microsoft Office expert | -Handling guest e-mail concerns |
| -Handling/Assigning Team member tasks - Attentive to details | |

PROFESSIONAL EXPERIENCE

Spa Service Agent / Spa Attendant

The Spa at Mandarin Oriental, Macau

May 2017-Present

- Greet guest and guide them regarding on the spa treatment and products available on the menu
- Answer phone calls and booking of the guests
- Book guest reservation thru spasoftware
- Do Consultation upon check in.
- Explain the treatment and products that they prefer.
- Prepare and generate bill then collect payment upon check out.
- Response to emails
- Maintaining cleanliness in spa areas
- Escort guest to Changing rooms and relaxation areas
- Deep clean Facilities, vacuum and mop the areas

Additional Responsibilities

- Departmental Training Coordinator
- Departmental Trainer
- Monthly Duty Schedule planner
- Monthly Inventory Handler
- In-charge of managing manpower in concierge and attendant.

Marketing Officer

BDO Pangasinan Tayug Branch- Philippines
September 2013-May 2014

Marketing Officer

BDO –Urdaneta MacArthur Highway Branch- Philippines
September 2012-September 2013

- Month-end Reports
- Monitor daily account opening and closing
- Respond guest Email concern and complaints
- Update the Sales Report
- Check all the documents open by marketing assistance
- Report to the Manager
- Attend meeting to update the bank P&L
- Respond to Anti Money Laundering(AMLA) Requirements
- Handling 3-4 marketing assistant
- Follow up and update customer accounts

Marketing Assistant

BDO- Urdaneta Mac Arthur Highway Branch- Philippines
March 2008- August 2012

- Greet customers and update customers account
- Open new accounts
- Up-sell bank products and bank insurance
- Update customers account
- File customer accounts every end of the day
- Print reports open/close account daily and submit to Marketing officer for checking
- Signature Verification

Teller

BDO-Urdaneta Mac Arthur Branch-Philippines
September 2007-February 2008

- Greet customers and update customers account
- Process deposit and withdrawal transactions
- Process bills payment
- Count the money received from customers
- Counterfeit Detection and signature Verification

EDUCATION

- **Saint Louis University - Baguio City, Philippines**
College of Accountancy and Commerce
Major in Bachelor of Science in Financial Management
Graduated year 2007
- **Divine Word College of Urdaneta- Pangasinan, Philippines**
Graduated year 2003

TRAININGS ATTENDED

- On-Job Training Techniques Programme – 08 April 2020
- Group Training Techniques Programme- 24 March 2021
- Managing Learning and Development Programme – 27 May 2021

Conducted by: ***Mandarin Oriental Hotel Group***