



Shaiza Jair A. Banganan

EDUCATION

University of the Cordilleras

Bachelor of Science in Hospitality Management
2014-2018

- Seminar/ Workshop on Foundation on Research. January 5, 2018
- UC-CHTM Skills and Talent Fest 2017 with the theme "Sustainability and Creativity in Hospitality and Tourism as Event Staff. October 19-23, 2018

MMS-DTCC BAGUIO

Certificate in Caregiving NCII
2021

- Emergency First Aid and CPR. March 6, 2021
- Nursing Skills. March 13, 2021

WORK EXPERIENCE

Housekeeping Department | February-April 2018 The Manor at Camp John Hay

- Perform a variety of cleaning activities such as sweeping, mopping, dusting, and polishing.
- Ensure all rooms are cared for and inspected according to standards.

Dining Crew | April-November 2018 Canto Bogchi Joint

- Greet customer, record orders, and serve food & beverages with consistently positive and helpful attitude.
- Ensure restaurant cleanliness daily by clearing tables, returning trays, sweeping and mopping floor, washing and sanitizing utensils and servicing restrooms.

Store Assistant Front | October 2019- December 2021 Yellow Cab, Session Rd., Baguio City

- Replenished condiments, beverages, and supplies while maintaining cleanliness of the work areas.
- Promoting new or high-value food items by creating attractive displays in cases and other customer-facing areas.
- Cleaned and sanitizes dishes and utensils, consistently keeping adequate supplies on hand for expected customer loads.
- Finishing up the inventory every after shift.
- Summarizing the sale report for the day.

Guest Service Agent/ Front Office Agent | October 2021- Present

M Hotel, Provincial Rd., Appas, Tabuk City

- Greeting guest on arrival.
- Administering check-ins and check-outs.
- Assigning rooms and issuing keys.
- Processing guest payments and managing bills.
- Acting as a central source of information for guests during their stay.
- Resolving problems and dealing with conflict or tension with disappointed guests.

CONTACT

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PROFILE

I am a cheerful, ambitious and resilient. I love my job and achieving milestones working with a team.

LANGUAGES

English
Tagalog

REFERENCES

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