

# CELINA MANGILINAN SANTOS

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## OBJECTIVE:

I aim to be a proficient, innovative and confident hotel, restaurant or service provider practitioner, one, who is able to provide above par services and excellent client satisfaction. I would like to be part of the management of a highly rated establishment and be able to be an asset for the company.

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## SUMMARY OF QUALIFICATIONS:

Functional knowledge on Front Office Operations and Opera and IFCA hotel systems, CIS membership system, Food and Beverage Operations, Culinary or Cookery, Sales and Marketing Operations; Knowledgeable in checking blood pressure, pulse respiration, temperature and other vital signs, equipped to assist patients in daily activities, toileting, shower, dressing, bathing and maintaining their personal hygiene, proficient in the English language, able to converse in Nihongo, can read and write in Hiragana, Katakana and Kanji; working knowledge of Microsoft Office applications; eager learner and can be easily trained, flexible, a team player and has a great, friendly attitude.

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## EDUCATION:

### **BS Hotel and Restaurant Management**

University of Baguio, Baguio City, Philippines  
Date of Graduation: May 26, 2018

### **Caregiving**

MMS Development Training Center Corporation, Baguio City, Philippines  
Expected to graduate on November 2022

### **Japanese Languages and Arts Program**

Nagasaki Wesleyan University, Isahaya, Nagasaki, Japan  
Date of Graduation: February 7, 2015  
*\*Japan Language Proficiency Test: Passed the N3 Level*

### **Front Office Services**

Completed and passed: National Certificate II  
Issued: February 11, 2017, Valid until: February 10, 2022  
As certified by the Technical Education and Skills Development Authority  
Department of Labor and Employment, Philippines

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## WORK EXPERIENCES:

- **YujiEigo**

Baguio City, Philippines

January 14, 2021- September 12, 2022

Position: Part-time Online English Tutor/ Admin Staff

Duties: Conduct 30 minutes to an hour of English lessons each student. Send the notes taken down during the lesson and materials used. Update and report students' progress after every lesson. Organize documents and make schedules for the employees. Count and compute the lessons taken by the students.

- **Camp John Hay Golf Club**

Camp John Hay, Baguio City, Philippines

January 11, 2019 – July 3, 2020

Position: Front Desk Receptionist/ Cashier

Duties: Serves as point of contact for members and guests entering the clubhouse, golf facilities and dining areas. Assists members and guests in a "concierge" type role, answering general club and activity related questions. Greets members and guests and entertains inquiries regarding tee time reservation and other related concerns in the golf club, registers and issue control tickets to members playing and handle transactions made between the guests of the member, reserve tee time for requesting guests and handle all cash and non-cash transactions.

- **Le Monet Hotel**

Ordonio Drive, Camp John Hay, Baguio City, Philippines

July 26, 2018 to November 16, 2018

Position: Sales and Marketing Coordinator

Duties: handled clients and inquiries for big events, booked or closed accounts for social events like birthdays, weddings and reunions or small gatherings, helped plan and coordinate with concerned hotel department all requirements for the event, assure that the guest or client's expectations and requests were met or exceeded, made certain that the flow of the event was smooth.

- **Harrah's Resort Southern California**

777 Harrah's Rincon Way, Fanner, California

March 31, 2017 to March 15, 2018

Position: Buffet Area Cook

Duties: Prepared, cooked and plated food servings for the different lines in the hotel's international buffet area (The Buffet) which included the sushi, pizza, Italian, dessert and carving station. Assisted the Chef in various kitchen functions and operations.

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## ON - THE - JOB TRAININGS:

- **Le Monet Hotel**

Camp John Hay, Baguio City, Philippines

Duration of the Training: June 11, 2015 – July 25, 2015

Position: Front Desk Agent

Duties: Checked in and checked out guests and attended to various hotel guests' inquiries and requests and handled phone reservations.

- **Uoso Restaurant**

Isahaya, Nagasaki, Japan

Duration of the Training: November 2014- January 2015

Position: Kitchen Helper

Duties: Assisted senior kitchen staff with various jobs in the restaurant.

- **Shinyu Hotel**

Unzen, Nagasaki, Japan

Duration of the Training: September 13-15, 2014

Position: Housekeeper, Bus Girl

Duties: Maintained the cleanliness of the hotel and assisted senior wait staff during events.

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## SEMINARS AND TRAININGS:

**Standard First Aid Training and Basic Life Support With AED**, Philippine Red Cross, Benguet Chapter. August 20, 21, 27, 28, 2022

**Food and Beverage Service Training**, L & L Hotel Senryu, Isahaya, Japan, August 2014-September 2014

**Festival Management Seminar**, Café Fernando University of Baguio, September 12, 2015

**Barista: A Cup of Aromatic Experience**, Centennial Lobby University of Baguio, November 4, 2015

**Our Industry on its Near Future**, Café Fernando University of Baguio, July 9, 2016

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## SCHOOL IN-HOUSE TRAININGS:

University of Baguio - Session Road in Bloom

February 9, 2016 - March 6, 2016

Kitchen Operations

University of Baguio - 2016 Grand Buffet

April 26, 2016

Kitchen Operations

University of Baguio - 2015 Grand Buffet

November 23, 2015

Bartending

University of Baguio - Patisserie Day

November 13, 2015

Event Planning and Organization

University of Baguio - SIHTM School Orientation

August 17, 2015

Event Planning and Organization

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## **AFFILIATION & ACHIEVEMENTS:**

Certified Red Cross Responder. Passed the Japanese Language Proficiency Test (JLPT) N3 Level, passed the Test of English for International Communications (TOEIC), a volunteer in Lapis at Papel (LAP): a non-government group comprised of Filipinos & Japanese working together to aid public schools in remote areas of the Province of Benguet, Philippines.

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## **REFERENCES:**

Ms. Rosemarie Quisado  
Front Desk Supervisor  
Camp John Hay Golf Club  
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