



FRANCIA JAVIER

 Lot 5, Blocked 22, Saint Andrew Street, Villa Stella Subdivision, Cainta, Rizal

 0920-243-0786

 franceskajavier01@gmail.com



OBJECTIVES

Pursuing opportunities which will allow me to grow professionally, while effectively utilizing my versatile skill set to help promote your corporate mission and exceed team goals.



PERSONAL INFORMATION

- ◆ Age: 29
- ◆ Gender: Female
- ◆ Date of Birth: Sept. 1, 1993
- ◆ Marital Status: Single



REFERENCES

Clark Kent Vertudez
Costa Deliziosa | Store Keeper
0907-520-3826

Arrian Alcoriza
Elevate Philippines | Data Analyst Officer
0927-243-9981



TERTIARY

ICCT Colleges | 2010-2014

- ◆ Bachelor of Science Hotel & Restaurant Management

SECONDARY

Francisco P. Felix Memorial National High School | 2006-2010

- ◆ High School Diploma



SKILLS

- ◆ Ability to work under pressure and adapt to all working and living conditions.
- ◆ Ability to use initiative and deal with complaints effectively.
- ◆ Excellent customer service skills.
- ◆ Effective time management skills and professionalism.
- ◆ Detail oriented, Quick Learner and has a strong work ethic.
- ◆ Maintain clean, safe, and orderly work sites. This duty is performed daily.



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CAREER HIGHLIGHTS

Stateroom Stewardess

Magsasay Maritime Corp. | Jun. 2018 - nov.2022

Costa fleet

- ◆ Ensure guest satisfaction through the delivery of a quality and consistent in-suite service.
- ◆ Provide personal assistance to guests and aims to exceed their expectations.
- ◆ Stripping and re-covering of beds as per set schedule and standards.
- ◆ Ensures personal appearance and personal hygiene and uniform are at all times in accordance with the company rules and regulations.

Room Attendant

Z Hostel Philippines | Jul. 2017 - May 2018

- ◆ Address guest's needs and concerns in a pleasant professional manner.
- ◆ Arranged for the provision of extra room furniture, bedding linen and other special amenities for guest needs.

Room Attendant

F1 Hotel Manila | Apr. 2016 - Jul. 2017

- ◆ Performed cleaning of assigned guest unit and ensured to stock and maintain housekeeping carts and storage rooms and assisted guests for their requirements.
- ◆ Ensure excellent customer service to establish a high quality of service for all customers.
- ◆ Assisted all co-workers including those of other departments.

Cashier Crew

Kenny Rogers Roaster | Mar. 2015 - May 2016

- ◆ To smile greet the customer and take the order.
- ◆ To do banking transaction cash/credit cards, voucher or gift certificate.
- ◆ Do suggestive selling.