



## ROXANNE MAE Gavin LABRADOR

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 Roxanne Mae Gavin

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### OBJECTIVE

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To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

### PERSONAL DETAILS

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- Date of Birth : 14 Oct 1989
- Marital Status : Married
- Nationality : Filipino
- Religion : Roman Catholic

### EXPERIENCE

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May  
21,  
2021 -  
Present

- **Cashier, Barista , Food and Beverage Attendant**  
Starks Cafe and Lounge  
Manage transactions with customers by collecting payments whether in cash or credit, issuing receipt, refunds and change. Ensure pricing is accurate. Provides positive customer experience with fair, friendly and courteous service.  
Preparing and servicing hot and cold drinks such as coffee, tea and speciality beverages, cleaning and sanitizing work areas, utensils and equipment. Describing menu items and suggesting products to customers.  
Servicing customers and taking orders.

May  
9,  
2019 -

- **Guest Experience Officer**  
Swissotel Resort Phuket Patong Beach  
Welcoming guests in a friendly and professional way.

- Sept 30, 2019
- Review arrival lists. Addressing and escalating customers complaints and go extra mile to make sure our guests are satisfied.  
Providing information about facilities, programs and other services. Anticipate guest needs and build rapport. Offer assistance with certain task by confirming travel arrangements, taking messages. Ensure compliance with quality standards.
- Feb 8, 2017 - May 8, 2019
- **Executive Lounge Attendant**  
Swissotel Resort Phuket Patong Beach  
Monitoring and recording of guests who enter and utilize the executive lounge. Focus on providing excellent customer service, working to meet the needs of these special guests.  
Warmly responds to the requests of all guests in an assigned area, provide guests with undivided attention, provide best possible food and beverage service. Ensuring club lounge is properly maintained at all times.
- Nov 7, 2016 - Jan 15, 2017
- **Food and Beverage Attendant**  
Diamond Cave Restaurant Krabi Thailand  
Takes orders, answer questions about the menu and food, sells food and drinks, serves food and drinks, takes payment, communicates orders with the kitchen staffs. Helps with customer service, cleans and sanitizes area.
- Jan 5, 2014 - Jan 15, 2015
- **Receptionist**  
11th Street Bed and Breakfast Inn  
Greeting, welcoming and directing guests appropriately. Notifies company personnel of visitors arrival. Informs visitors by answering or referring inquiries. Answering phone calls and managing communications on the front lines.
- May 19, 2012 - May 21, 2013
- **English Language and Communication Tutor**  
Bacolod Sparta English Learning Center  
Work with Korean students in all ages to improve their English language. Prepare lessons and correct tests. Evaluate students progress and identify individual learning needs. Have up to date knowledge about learning theories techniques and resources.
- April 29, 2011 - April 3,
- **Customer Service Representative**  
Focus Direct Inc.  
Under Cyberdefender Tech Support Account focuses on resolving a technical issue or problem which the client is seeking support, involves diagnostic software or

2012 hardware faults. Answering incoming calls and respond to customer's emails, resolve customer complaints.

## EDUCATION

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- 2014 • **Catering and Stewarding NC2**  
John B. Lacson Colleges Foundation
- S.Y. 2010 • **Bachelor of Science in Nursing**  
University of Saint La Salle
- S.Y. 2006 • **Secondary**  
Saint Joseph High School
- S.Y. 2002 • **Primary / Elementary**  
Inayauan Central Elementary School

## TRAININGS

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- Crowd Management, Passenger Safety and Safety Training or Personal Providing Direct Services to Passenger Spaces  
March 17 - 18, 2015
- Ship Security Awareness Training and Seafarers with Designated Security Duties  
March 11, 2015
- Basic Training
  - Personal Survival Technique
  - Fire Prevention and Fire Fighting
  - Elementary First Aid
  - Personal Safety and Social ResponsibilityNovember 5 - 13, 2013
- Actual Shipboard Training  
Oceanlink Institute, Inc.  
(M/V St. Joan of Arc  
December 7 - 14, 2013

## SKILLS

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Guest Servicing

100%

Food and Beverage Servicing

100%

Opera System

100%

MS Word MS Excel  
Powerpoint

100%

Basic First Aid

80%

## ACHIEVEMENTS & AWARDS

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- Heartist Service month of June 2017 Swissotel Resort Phuket Patong Beach
- Heartist March 2018 ACCOR Hotels

## TRAVEL DOCUMENTS

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- Philippine Passport  
Number: P6646674A  
Date of Issue: 04 April 2018  
Valid Until: 03 April 2028
- Seafarers Identification Record Book (SIRB)  
Number: C0308125  
Valid Until: November 23, 2019

## REFERENCE

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- **FELIX D. FLOTE JR. - "Transcom Bacolod Worldwide"**  
Customer Service Representative  
Lexflote@gmail.com  
09494625945
- **JENNIFER ANNE CRUZ - "Swissotel Resort Phuket Patong Beach"**  
Guest Experience Manager  
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- **MARY WHEN P. ARANILLO - "Swissotel Resort Phuket Patong Beach"**  
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