

Maria Jessa L. Lamoste

Al Muntazah 48 Qatar Airways Bldg.15
Nawfal St. Al Thahabi Zone 24 966St.
Doha, Qatar
Contact #: +974 - 33481492
Email Add: maria07051991@gmail.com



Objective:

To harness my skills and knowledge as I contribute my resources towards the achievements of the company's success in the field of Aviation and Hospitality Industry.

Personal Background:

Date of Birth : July 05, 1991
Place of Birth : Maasin City, Southern Leyte Philippines
Gender : Female
Marital Status : Single
Citizenship : Filipino
Religion : Roman Catholic

Educational Attainment:

College: Bachelor of Science in Hotel and Restaurant Management
University of Cebu - Banilad
Governor Cuenco Avenue, Banilad, Cebu City 6000
S.Y:2008-2013
Secondary: Saint Joseph College
Maasin City, Southern Leyte
S.Y:2004-2008
Elementary: Saint Joseph College
Maasin City, Southern Leyte
S.Y:2004

Work Experience:

- **QATAR AIRWAYS(Doha)**
January 16, 2015-present
HUB LOUNGES FOOD AND BEVERAGE ATTENDANT
*Handling VIP Passengers, First Class and Business Class Passengers
*Deliver polite and efficient service
*Passenger will be assisted with leaving and bid farewell
*Develop and complete working knowledge
*Have a good knowledge of all the lounge and airport facilities
*Communicate with your colleagues, seniors, supervisors and management to ensure effective teamwork and good moral

- **TGI FRIDAY's Cebu**
November 11, 2013-January 9, 2015
HOSTESS / SALES ASSOCIATES
 - *Sales and Marketing
 - *Greet and Meet the guest
 - *Determine Guest Needs
- SERVER
 - *Takes Order
 - *Offers genuine hospitality
 - *Show interest and concern for the guest
 - *Ensure every guest leaves happy
 - *Thank guest for coming in and offer a heartfelt farewell with genuine invitation to return
- **Vista Mar Beach Resort and Country Club**
March 24, 2013 – October 02, 2013
FRONT DESK ASSOCIATE / SALES ASSOCIATES
 - *Greet guest and patrons as they arrive
 - *Manage the registration process
 - *Handle guest check-ins and check-outs appropriately
 - *Takes calls and provide information and transfer calls
 - *Provide guests room keys and call for bellboys
 - *Answer queries regarding the hotel's services, charges, dining facilities, sports facilities, and travel directions
 - *Compute bills and take payments
 - *Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift
 - *Event Sales Associates
- **Escario Central Hotel / Café Sarree**
FRONT DESK ASSOCIATE/FOOD & BEVERAGE AGENT
1000 Hours On-the-Job-Training
November 2012 – March 2013
- **Days Hotel – Mactan Cebu**
FRONT DESK ASSOCIATE
500 Hours On-the-Job-Training
October 26, 2009 – December 25, 2009

Seminar Attended :

- One World Ground Services/One World Staff Travel Procedures
February 15, 2015
Hamad Intl Airport
- Aviation Security Awareness 2015
February 23, 2015
Hamad Intl Airport
- Level 1 Award in Food Safety in Catering
HIA Training Room
July 16, 2015
- Customer First Workshop
January 17, 2017
Hamad Int'l Airport

- Data Protection and Privacy Awareness
March 25, 2023
Hamad Int'l Airport
- Illegal Wildlife Training Awareness
March 26, 2023
Hamad Int'l Airport
- Human Trafficking Awareness
March 27, 2023
Hamad Int'l Airport
- Level 2 Food Safety
December 5, 2021
Qatar Airways Tower 3

Character References:

- Mr. Mohamed Ashman Samidon
Park Hyatt Qatar
Event and Banquet Team Leader
Contact #: +947 - 67468996
- Mr. Manish Kumar
Qatar Airways
Hub Lounges Duty Officer
Contact#: +974 - 55294598
- Mr. Argin Arizobal
Harrods Tea Room
Café Supervisor
Contact #: +974 - 33027636