

# ELLA LOUTH O. BERNIDO

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## Career Objective

I had been in the service industry as a hotelier and had specialized my skills in customer service. My experience had broadened and enhanced my working performance since I allowed myself to develop it in my daily activity. My advantage is that I had been to departments of the hotels, back and front of the house. Therefore, I am seeking a challenging position that will aid a significant contribution backed by a team of professionals and atmosphere of performance recognition.

## Summary Qualification

Dynamic and goal oriented with strong organizational, analytical and interpersonal skills. Having enough professional experience in providing quality assistance to customer of varied levels and cultures, able to manage multiple tasks in a pressured environment with minimum supervisors and equipped with preserving nature with a strong drive for improvement, highly motivated with excellent verbal and written communication skills.

## Work Experience

June 16, 2015 – February 29, 2020

### **Present Lounge Waitress**

Concourse B. Business Class Terminal 3  
Dubai International Airport Dubai, UAE

May 23, 2010

### **Present Lounge Waitress**

Concourse B. Business Class Terminal 1  
Dubai International Airport Dubai, UAE

- Assigned in Lufthansa Lounge, Business Class Lounge, First Class Lounge, KLM Royal Dutch Airlines Emirates and Gulf Air Lounges
- Handles food preparation and display
- Attends to passenger needs.
- In-charge of the KLM lounge, responsible for preparing, replenishing, clearing, etc. Handles the paperwork e.g., wine closing, food temperature report, stocks

February 9, 2009- February 9, 2010

### **Presser/Machine Operator (Overseas Training Laundry)**

Cleantopia People Kita Laundry Shop Kyoto, Japan

Oct 16- Apr 5 2005

**Cashier and Check-out Counter Staff**

Gaisano Metro Colon Department Store, Philippines

**Competencies**

- Provides good interpersonal good customer service
- Managing the front office/room reservations
- Handling telephone calls and guests, organizing daily correspondence
- Ability to organize and prioritize varied workload

**Strengths**

- Proactive
- Flexible
- Responsible
- Multitasked
- Team player

**Additional Skills and Interests**

- Computer literate
- Excellent in Public Relation
- Fluent in English, Knows basic Nihonggo

**Education Attainment**

Bachelor of Science in Hotel and Restaurant Management

University of Cebu, Philippines

2000-2004

**Seminars**

- July 3, 2004 – 5'S in Good Housekeeping
- July 7, 2004 – Reaching Quality F&B Service through Training and Development
- July 31, 2004 – Effective Skills and Training, Key to Quality Production
- Aug 14, 2004 – Multi-Face Role of the Front Office Department as Catalyst to Hospitality Industry's Competitiveness
- Aug 21, 2004 – Marketing and Sales Plan Preparation
- Aug 28, 2004 – Strategic and Marketing for Global Competitiveness
- Sept 11, 2004 – Effective Telephone Communication in the Hotel Industry: A Means for Achieving Global Competitiveness
- Sept 20, 2004 – Work Ethics and Professionalism
- Sept 25, 2004 – Innovative Techniques in Public Relation: Reaching Quality Standard
- Oct 9, 2004 – Basic Understanding on the Human Resources Management
- Jan 16, 2009 – Basic Japanese Language Course Training and Cross Culture Total Opportunities Foundations Inc.

## **Trainings**

- I. Elementary Food Hygiene (The Royal Environmental Health Institute of Scotland)  
Dubai UAE, May 28, 2010
- II. EK Lounge Experience  
Dubai UAE, July 12-13, 2010
- III. Quality Awareness  
Dubai UAE, December 26, 2011
- IV. International Culinary  
Cebu Waterfront Hotel  
Cebu, Philippines 2005
- V. Practicum 19 (Hotel and Restaurant Phase) 400 hrs  
Hotel Asia,  
Cebu, Philippines 2001
- VI. Practicum 2 (Hotel and Restaurant Phase) 1000 hrs  
Holiday Plaza Hotel,  
Cebu, Philippines 2004

## **Personal Information**

Nationality : Filipino  
Birthday : May 18, 1983  
Civil Status : Married  
Visa : Employment (Emirates Flight Catering)