



ALEXANDRIA F. OBASA

OBJECTIVES

To work within a growing organization that offers challenges and the opportunity to grow with the company. I wish to contribute my current skills attending to customers' needs and maintaining a professional demeanor to your company because I respect the professional environment in which goals and objectives are clearly established and the tools to reach such goals are provided.

CONTACT ME

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+639924792059

Foalexandria@gmail.com

Zone 6, Ipil-ipil Street,
Reyes Village Subd.,
Bugo Cagayan de Oro
City, Misamis Oriental

PERSONAL INFORMATION

Date of Birth: July 21, 1991
Nationality: Filipino
Language: English
Tagalog
Bisaya

EXPERIENCE

RESTAURANT HOSTESS

Radisson Blu Hotel, Dubai Waterfront 5*
United Arab Emirates

The Larder (All-day dining Restaurant)

FireLake Grill House and Cocktail Bar (Specialty Restaurant)

May 2018–November 2022

- Generating meal list for breakfast, half board and full board guest inclusive.
- Allocating tables for special events, group meetings, walk-in guest and property owners.
- Handling cash and closing at the end of the shift.
- Posting guest bills and payment with discounts and complimentary compensation.
- Allocating guest reservations and insuring dietary requirements.
- Answering calls and emails for reservations, group inquiries and promotions, special holiday offers (e.g. Ramadan, Brunch, Christmas and New year gala)
- Preparing analysis competitors along the area.
- Ordering and managing stationaries needed for the restaurant operation.

CUSTOMER SERVICE

REPRESENTATIVE

Universal Storefront Service Corporation, (USSC)
Radio Communication Program Inc., (RCPI)
Western Union

February 2016 - June 2017

- Providing customer with product and service information.
- Handling Airline and Sea fare ticket booking.
- Processing customer service transactions, send-out and pay-out locally and internationally.
- Handling foreign currency exchange.
- Resolving products or service problems by clarifying the customer's complaints; determining the cause of the problem.



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EXPERTISE

- Good communication
- Excellent Service
- Quality Customer Service
- Computer literate
- Data Entry
- EMMA System
- PMS
- Microsoft 365

REFERENCE

Amitayu Mazumder
Restaurant Manager at
Radisson Blu Hotel Dubai
Waterfront,
United Arab Emirates
+971529374963

➤ EXPERIENCE

EXECUTIVE LOUNGE ASSOCIATE

Seda Centrio Hotel 4* Cagayan de Oro
Ayala Land Hotels and Resort Corporation
November 2014 - December 2015

- Welcoming lounge access guest.
- Generating list for guest with lounge access.
- Providing VIP service needs and wants.
- Handling check-in and check-out procedure.
- Preparing breakfast set-up.
- Memorizing VIP guest preferences.

➤ INTERNSHIP

Monaco Suites de Boracay,
Malay, Philippines
April 2010

- Housekeeping Training
- Kitchen and Egg counter Training
- Waitress Training
- Front Desk Training

2GO Vessel
via Cagayan de Oro-Cebu-Manila
October 2013

- Housekeeping Training
- Kitchen Training
- Waitress Training
- Front Desk Training

EDUCATION

Bachelor of Science in Hotel and Restaurant
Management
2010-2014

Lourdes College
Capistrano St., Cagayan de Oro City,
Misamis Oriental