



MA FRANCISCA NIEGAS

Yacht Stewardess

High energy and outgoing yacht stewardess with a dedication to positive guest service. **Administrator** with the ability to plan and schedule day to day work in an efficient manner. **Flexible and Hardworking** in deadline driven environment. **Team Player** with strong ability in multi-cultural team. Over 10 years in Hospitality industry.

CONTACT

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SKILLS

- Ability to delegate
- Multitasking
- Teamwork
- Leadership
- Highly Dependable
- Time Management
- Organized and Detail Oriented
- Inventory Management
- Written & Verbal Communication

WORK EXPERIENCE

YACHT STEWARDESS

May 2022-
Nov 2022

MY Jewel Pleasure Yacht Athens, Greece

- Performing all interior duties, including cabin turn overs, detailing, inventories and guest meal and beverage service
- Responsibilities include daily cleaning, including guest and common areas.
- Taking care of the laundry, ironing and other wardrobe task like packing and unpacking guest luggage.
- Ensuring valuable items are well taken care of or safeguarded, this includes china, crystal, artworks, linens, etc.
- Ensuring storage areas are maintained and well arranged.
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Maintains the cleanliness of the ship's interior and service guests

FRONT OFFICE RECEPTIONIST

June 2019-
July 2020

Hotel Soffia Boracay, Boracay Aklan, Philippines

- Administer all guest departure on everyday basis and ensure compliance to all established manual and computer procedures.
- Monitor all inquiries for reservation and manage all communication with guests for hotel rates and assist to increase revenue through occupancy.
- Ensure optimal level of customer service for all guests and manage all communication for check in and check out process.
- Maintain neat and clean reception and greet all guests with courtesy.
- Administer and perform all cashier functions and performing efficient cash drawer and ensure accuracy in calculating all credit card payments.

TRAINING & CERTIFICATION

- STCW - March 2028
- Food Safety & Hygiene Level 2 - Sept 2022
- Mega yacht Interior Crew/Professional Superyacht Hospitality - July 2021
- SDSD - No Expiry
- Crowd & Crisis Management - July 2018
- Prevention of Alcohol and Drug Abuse in the Maritime Sector
- STD/HIV/AIDS Prevention in the Maritime Sector

EDUCATION

Bachelor of Science in
Hotel & Restaurant
Management
LEYTE NORMAL
UNIVERSITY
Tacloban City, Philippines
June 2003-2007

RECEPTIONIST

Al Dana Club, Doha Qatar

June 2016-
Aug 2017

- Oversee all reservations, payment and track procedures, established for the pool and recreation facilities as required.
- Accept membership applications, membership renewal fees, data processing and record keeping.
- Promote all classes, activities and services that are offered within the club.
- Post charges in PMS that may incurred by guests and members and carry out correct accounting procedures
- Assist the Fitness Instructor in ensuring that all members and guests follow safety procedures, rules and regulations.
- Keeping track of cash flow in each restaurant's cash register to avoid discrepancies.
- Prepare closing report and balance over all transactions with accuracy and efficiency.
- Maintain and ensure reception procedure and system procedure operates efficiently.

RECEPTIONIST/ADMIN

House of Ahli Gym (Body Building Gym)
Dubai, UAE

May 2014-
June 2016

- Welcome and greet gym members, ensuring they have excellent workout.
- Promote, register and collect all fees for Membership payment and Personal Training.
- Handle membership cancellations and freezes,
- Resolving complaints, handles cash drawers and invoice processing.
- Upsell nutritional supplements and other fitness products.
- Monitor the status of all machine and gym equipment for safety use.
- Supervised the neatness and cleanliness of the gym.

RECEPTIONIST

Al Dana Club, Doha Qatar

Jan 2013-
Nov 2013

- Welcome and assist club members or guest and attends to their queries promptly and professionally.
- Receive and control payments made at the reception.
- Accepting membership applications, membership renewal fees and updating data into internal systems.
- Daily preparations of club sales report including Restaurant Daily Revenue.
- Accept and confirmed bookings for spa, massage therapy, and court games.
- Request and control office supplies for reception department.
- Maintain and ensure reception procedure and system procedure operates efficiently.

REFERENCES

RICHARD G. GAJO

General Manager, SOFFIA

HOTEL BORACAY

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JHONA ESPANOLA

Chief Stewardess, M Y Jewel

Athens, Greece

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DIMITRIS TSAFAS

Master Mariner, M Y Jewel

Athens, Greece

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WAITRESS

Dec 2011-

Dec 2012

Al Dana Club, Doha Qatar

- Escort guests to their table, provide menus, gives specials and serve bread service.
- Inform guest about restaurant specials and other promotion and upsell any additional products when appropriate.
- Take accurate food and drink orders, posting in micros system and communicate order details to the kitchen staff as needed.
- Serve food to the guest and ensuring accuracy and timeliness.
- Respond urgently and appropriately to guests needs & requests and correct any problems.
- Clear soiled silverware and any other operating equipment to designated wash-up/storage area.
- Offer dessert, tea or coffee after the meal.
- Clean and set up the tables, chairs, linens, glassware and silverware according to Restaurant standards.
- Perform other tasks as directed by the Captain, Head waiter or Restaurant Manager.

SENIOR BARTENDER

June 2008-

July 2011

Gerry's Grill Bar & Restaurant,

Tacloban City Philippines

- Prepares alcoholic and non-alcoholic beverages, garnishes for drinks and other bar supplies.
- Arrange and wipe bottles and glasses to make attractive displays.
- Mixing drinks correctly, quickly and without a waste.
- Restock and replenish bar supplies.
- Wash glassware and utensils after each use.
- Keep the bar counter and work area clean at all times.
- Gather order slip and preparing shifting inventories.
- Provides training and orientation for newly hired bartenders.
- Perform other duties assigned by Restaurant Manager.

SALESCLERK WORKING STUDENT

Oct 2002-

June 2005

Men's Boutique, Tacloban City Philippines

- Greet and welcome all potentials and existing customers to the store.
- Match customers need to the right product.
- Take customer payments in cash and settle it with the owner.
- Occasionally negotiating with customers on price.
- Excellent product knowledge.
- Works as part of the sales team providing excellent customer service.