

# Ma. Martina April Aromin

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Vaccinated Janssen with Booster

## EXPERIENCE

### ROYAL CARIBBEAN CRUISE LINE

March 10, 2023 up to present

#### PUBLIC AREA ATTENDANT

- Cleaning and maintaining restrooms and public areas.
- Cleaning windows and other surfaces using equipment such as squeegees, mops, and buckets of soapy water
- Providing first aid and other medical assistance to guests as needed
- Collecting lost items from public areas and storing them in a Lost&Found location until they can be picked up by their owners.

### PACIFIC EVENT MANAGEMENT

April 2022 to March 2023

#### EVENT HOST AND COORDINATOR

- Responsible in scheduling the VENUE, CLIENT and VISITORS
- Hosting the whole event for the Client
- Keeping the Guest to be the Happy and memorable in their Special Event
- Assuring that the Client (Celebrant) will Feel Happy and Grateful
- I Usually Host in every Event (wedding, birthdays, anniversary, team building, Christmas party) every time I'm out off Board (vacation) as my sideline job.

### NORWEGIAN CRUISE LINES INC.

April 2018 to February 2022

#### Jr Stateroom Attendant

- greeting hotel guests
- providing customer service and answering questions from guests
- using cleaning equipment to tidy and sanitize rooms
- replacing bed linens and towels
- restocking hotel food and beverages

#### Officer Room Cleaner

- Responsible for floor care, performing various surface tasks, including vacuuming, mopping, sweeping, and spot-cleaning carpets of all office areas and non-production employee lounge
- Responsible for the maintenance of non-production employee lounge tables, chairs, and counters, carrying out tasks such as dusting, spraying, and cleaning

#### Utility Hotel

- Cleans public bathrooms, elevators, and offices and assigned crew area.
- Polishes brass and other metals.
- Cleans carpets, upholstery, floors, walls, ceilings, draperies, windows, and room accessories to remove effects of water and other damages such as dirt, soot, stains, mildew, and excess water and moisture.
- Sprays or fogs carpets, upholstery, and accessories with fabric conditioners and protectors, deodorizers and disinfectants.
- Dust Furniture. Washes walls, ceiling, and woodwork. Washes windows and door panels.

## **SOLAIRE RESORT AND CASINO**

**June 2014 to April 2018**

### **Room Attendant**

- Change bed linen and make beds, Replace used towels
- Sweep and mop floors, Vacuum carpets, Dust furniture
- Replenish bath care products (e.g. soap and shampoo)
- Restock beverages and food items in the mini-bar
- Clean public areas, like corridors
- Report any technical issues and maintenance needs
- Address guests' queries (e.g. on additional services)
- Help guests retrieve lost items
- Ensure all assigned rooms are clean and tidy by the end of the shift.

### **EVS Attendant**

- Providing equipment and supplies and ensuring that cleaning agents/environmental chemicals meet required standards to effect maximum cleanliness and sanitation.
- Performing the cleaning operations in all public areas and in the casino.
- Ensuring duties are performed in accordance with outlined procedures.
- Performing duties in a manner that ensures personal safety and the safety of others.
- Notifying EVS Supervisor of any unsafe condition.
- Cleaning elevator tracks, power washes driveway entrance, as requested.
- Facilitating the flow of information throughout the department by attending regularly scheduled meetings.
- Communicating with guests in a friendly, helpful manner at all times.

## **Coal Bar and Restaurant**

**June 2010 to March 2014**

### **Bar Server**

- Suggest appetizer and recommend menu items (specials, answer questions)
- Help follow servers
- Accurate computer input of orders and delivery of food, wine and beverages
- Reconcile checks, thank guest and invite them back
- Maintain awareness of guest alcohol intake in accordance with RAMP guidelines

### **Waitress**

- Greeting guests and taking drink and food orders

- Staying attentive to the needs of guests in the dining area
- Delivering food from the kitchen to the guests
- Ensuring the food order is made correctly by kitchen staff and looks presentable for guests
- Following health code standards with regards to the handling of food

**Hapchan Seafood Restaurant (First Fine Dining Restaurant)**

**March 2008 to May 2010**

**Waitress**

- Greeting guests and taking drink and food orders
- Staying attentive to the needs of guests in the dining area
- Delivering food from the kitchen to the guests
- Ensuring the food order is made correctly by kitchen staff and looks presentable for guests
- Following health code standards with regards to the handling of food

**Receptionist**

- answering telephone calls to take messages from clients or to provide information
- receiving walk-in customers and guests and making them comfortable
- directing or escorting guests or visitors to specific areas or correct offices
- creating, adjusting or cancelling appointments when necessary
- faxing, scanning, mailing and filing documents

**Manila Digital Broadcast**

**June 2006 to September 2008**

**Digital Specialist**

- operating technical equipment, such as radio 'desks'.
- undertaking relevant background research;
- writing and rehearsing scripts;
- meeting with programmer directors/producers to discuss programmed/shows;
- giving reviews of newly released books, films, music etc.;
- providing program, me links; choosing and playing music;
- presenting traffic, weather and/or news summaries;

**The Oasis Paco Park Hotel**

**January 2004 to December 2006**

**Event Host**

- Assisting with the planning, preparation, and organization of events.
- Managing kitchen and serving staff.
- Receiving and directing guests to their seats.
- Answering questions and addressing concerns of guests in a charming, polite manner.
- Ensuring that the event space is clean prior to and after the event.

**EDUCATION**

**CERTIFICATE**

- **Teaching English as Second Language** **2022**
- **Primer with Extensive and Intensive basic and Core Skill**
- Training For Aspiring Call Center Agent.** **2022**
- **Hotel and Restaurant services NCII.** **2012**