

ANA LOURDES F. DELMO

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EDUCATION

De La Salle – College of Saint Benilde

Bachelor of Science in Hotel, Restaurant and Institution Management

S.Y. 2001 – 2004 (Trimester)

PROFESSIONAL BACKGROUND

Customer Success Manager at Interprefy AG – Zurich, Switzerland

Apr 2021 – present

- Presenting the value of products and new services to prospects and clients
- Deals with remote simultaneous interpretation inquiries and requirements
- Providing support for clients by learning about their needs and goals for upcoming events
- Remain in regular contact with clients throughout the sales cycle to ensure needs are being met
- Developing relationships and sales strategies with new and current clients to offer them cost-effective solutions
- Regularly updates the event and inquiry deal status on company CRM (Hubspot, Xero, Monday)
- Provide after-sales support such as post-event report and billing accuracy

Event Manager at Marriott Hotel Manila – Metro Manila, Philippines

May 2018 – Nov 2020

- Ensures that events progress seamlessly by following established procedures, collaborating with other associates, and ensuring accuracy
- Coordinates and communicates event details both verbally and in writing to the customer and property operations
- Manages group room blocks and meeting space for average to large-sized assigned groups
- Coordinates services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing and event security
- Acts as liaison between sales person and customer throughout the event process (pre-event, event, post-event)
- Inspects event facilities to ensure that they conform to customer requirements
- Ensures billing accuracy and conducts bill reviews with the client prior to processing the final bill
- Meet with sponsors and organizing committees in order to plan scope and format of events, to establish and monitor budgets, and to review administrative procedures and event progress
- Conduct post-event evaluations to determine how future events could be improved

Event Executive at Marriott Hotel Manila – Metro Manila, Philippines

July 2014 – April 2018

- Consults with clients to determine objectives and requirements for events such as meetings, conferences and conventions
- Monitors event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise
- Coordinates services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing and event security
- Arranges the availability of audio-visual equipment, transportation, displays, and other event needs
- Inspects event facilities to ensure that they conform to customer requirements
- Maintain records of event aspects, including financial details
- Meet with sponsors and organizing committees to plan scope and format of events, to establish and monitor budgets, and to review administrative procedures and event progress
- Conduct post-event evaluations to determine how future events could be improved

Event Coordinator at Marriott Hotel Manila – Metro Manila, Philippines

February 2012 – June 2014

- Respond and fulfill any special banquet event arrangements requested by guest
- Consults with client in order to determine objectives and requirements for events such as meetings, conferences and workshops
- Meet with sponsors and organizing committees to plan scope and format of events, to establish and monitor budgets, and to review administrative procedures and event progress
- Coordinates services for events, such as accommodation and transportation for participants, facilities, catering, signage, special requirements, printing and event security
- Arranges the availability of audio-visual equipment, transportation, displays and other event requirements
- Inspect and maintain table set-ups for cleanliness, neatness and agreement with group requirements and company standards, and resolve any problems
- Follow up on special banquet event arrangements requested by guest to ensure compliance
- Assist all departments when needed to ensure optimum service to guests
- Report any employee, guest, and/or vendor incidents and accidents to management and Loss Prevention at the time of the incident and/or accident

Business Center Officer (Pre-Opening Team) at Marriott Hotel Manila – Metro Manila, Philippines

August 12, 2009 – January 31, 2012

- Plans, organizes and coordinates in-house and last-minute event bookings
- Coordinates with vendors / suppliers for the needs or requirements of the client
- Prepares and routes Banquet Event Order
- Provide high level of secretarial service which includes typing, photocopying and sending mails and parcels for guests
- Monitors and maintains adequate stocks of office supplies

Guest Service Agent at Makati Shangri-La Hotel – Metro Manila, Philippines

March 5, 2009 – August 9, 2009 (Contractual)

- Answer and process all guest calls, requests, questions and concerns
- Process guest request for wake up calls, screen calls, do not disturb, call forwarding, relay calls and non-registered guest calls
- Advise guest of any messages received and activates/deactivates guest room message light as appropriate
- Responds to special requests from guests and contact appropriate individual or department as necessary to resolve guest call, request or problem
- Follows up guest to ensure their requests or problems have been met to their satisfaction
- Reports accidents, injuries and unsafe work conditions to department heads
- Maintain confidentiality of proprietary information of guests and company

Shift Supervisor at Starbucks Coffee (Rustan Coffee Company) – Metro Manila, Philippines

March 15, 2007 – April 21, 2008

- Places and adjusts orders to meet trade patterns
- Performs special project to assist in store operations
- Prepares in-store rostering and maximizes labor by adjusting staffing to meet ideal staffing hours
- Checks inventory stocking and recording guidelines
- Contribute to store goals for increasing sales and improving profits
- Assists store manager with accounting and banking responsibilities
- Records and accountable for store fund while running a shift
- Act as a role model while providing guidance and training to store partners
- Regularly communicates store and partner concerns with store manager

Barista at Starbucks Coffee (Rustan Coffee Company) – Metro Manila, Philippines

January 10, 2005 – March 14, 2007

- Anticipates customer needs and appropriately suggests products with every customer to enhance service and meet sales goals
- Demonstrates “Just say yes” behavior by taking care of customer needs
- Prepares Starbucks beverages to standards
- Follows store policy and procedure for operational flow at each station
- Follows merchandising, stocking, rotating and storing products
- Follows cash handling procedures and cash register policies
- Follows inventory stocking and recording guidelines
- Contributes to store goals for increasing sales and improving profits

SKILLS

Time management | Adaptability | Communication | Attention to Details | Food Safety | Organization

TRAININGS AND CERTIFICATION

ServSafe Food Handler – Employee Food Safety Online Course and Exam
May 2020 (valid until May 2023)

Essential Skills for Supervisors and Managers

Marriott Hotel Manila
April 2016 – October 2017

Asia Pacific Event Management and Wedding Workshop

J.W. Marriott Hanoi, Vietnam
August 25-29, 2014

In Motion!

Marriott Hotel Manila (International Lodging Training & Development)
January 2013 – June 2013

References

Upon request