



ANGELA MARIE CARUMAY

F&B Executive / Coordinator

PROFILE

Efficient and effective multi- skilled hospitality associate with seven years of professional experience and knowledge in F&B and customer service.

CONTACT INFORMATION

ADDRESS:

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SKILLS

- Clerical and Administrative Skills
- Guest Profiling and Management
- People Skills
- Email and Call Handling
- Communication Skills
- Time Management
- Organizational Skills
- People Management
- Computer Literate (Adobe, MS Office, Fusion, Micros/MC, Opera)
- Calendar Management

EDUCATION

Saint Louis University

(www.slu.edu.ph)

2011 – 2015

Bachelor of Science in Hospitality and Tourism Management – Hotel, Resort and Restaurant Management

WORK EXPERIENCES

Amilla Maldives Resort and Residences - F&B Executive

September 2022 - Present (www.amilla.com)

- ✓ Handles and manages restaurant and special dining reservations through the Eleanor App
- ✓ Handles emails, calls and any queries related to food and beverage services
- ✓ Ensures that guest dietary preferences are well-communicated with the team
- ✓ Handles MC requisitions, MC authorization, and article requisition
- ✓ Communicates with different departments via Monday.com
- ✓ Manages staff leaves and attendance on Fusion
- ✓ Handles menu editing/updating and publishing
- ✓ Disseminates and coordinates all necessary information with the team
- ✓ Assists the service team, especially in-villa dining team, when required

Amilla Maldives Resort and Residences - IVD Order Taker

July 2022 - September 2022 (www.amilla.com)

- ✓ Took and tracked orders through call, message, and email
- ✓ Punched orders, posted bills, and ran day-end reports through Micros
- ✓ Prepared mise en place and mise en scene. Ensured that the work area is always clean and sanitized
- ✓ Handled MC requisitions
- ✓ Assisted the F&B Coordinator in managing restaurant and special dining reservations through Eleanor App
- ✓ Handles emails, calls and any queries related to in-villa dining
- ✓ Ensures that guests dietary preferences are taken note of in every order received
- ✓ Handles menu editing/updating
- ✓ Shares all necessary information with the team

Enderun Colleges

(www.enderuncolleges.com)

2021

Wine and Spirit Education Trust
(WSET) Level 1 Award in Wines

CERTIFICATES AND ACHIEVEMENTS

➤ December 2022

“Roohu of the Month Nominee”

(Amilla Maldives Resort and
Residences)

➤ August 2021

“CEFR C1 – English Proficiency”

(British Council - EnglishScore)

➤ October 2019

“Allergens Awareness”

(NSURE Private Limited)

➤ March 2019

“ServSafe Food Handler’s Course”

(NSURE Private Limited)

➤ February 2019

**“Best Associate of the Month in
Guest Service Nominee”**

(Bandos Maldives)

Villa Nautica (previously known as Paradise Island Resort)-

F&B Hostess

November 2021 - June 2022 (villaresorts.com/villa-nautica/)

- ✓ Greeted, welcomed, and seated the guests
- ✓ Familiarized the guests around the buffet and presented them the beverage menu
- ✓ Endorsed the guests and their preferences to the waiters/waitresses
- ✓ Made sure that all the bills are properly posted
- ✓ Ran day-end reports and submitted it with the bills to the finance team
- ✓ Updated the guest preferences and shared it with the team before the service time and upon guest's arrival at the restaurant
- ✓ Prepared staff roster
- ✓ Managed the restaurant's decoration during Halloween, Festive and Easter celebrations
- ✓ Updated the guest arrival and departure tracking
- ✓ Handled communications such as emails, calls, and WhatsApp

Alorica Philippines, Inc. – Customer Service Representative

September 2020 – October 2021 (www.alorica.com)

- ✓ Answered incoming calls, and initiating outgoing calls
- ✓ Attended to customer queries
- ✓ Placed orders and processed payments
- ✓ Updated customer profile
- ✓ Handled requests promptly and appropriately
- ✓ Utilized various company and client-based tools and applications for customer management and services
- ✓ Providing confident, approachable, and knowledgeable customer service while securing company, caller, and account holder confidentiality.
~ Upskilled from general customer service team line to a specialized department team line

Bandos Maldives – Hostess

July 2018 – July 2020 (bandosmaldives.com/v2/)

- ✓ Guest Profiling
~ Recognized guests' preferences and dietary requirements
- ✓ Clerical Work
~ Handled Micros (billing); Opera (guest and occupancy information);
Microsoft Word, Excel, and PowerPoint (guest logs and daily reports); Adobe Photoshop and Reader

- ~ Managed emails and telephone calls
- ✓ Promoted foods, beverages, and special dinners
- ✓ On-Call Coordinator (Food and Beverage Department)
 - ~ Used Fusion for updating associate attendances
 - ~ Edited and published menus and posters
 - ~ Took, transcribed, and copyread minutes of the meetings
 - ~ Informed all concerned associates of guest requirements, and any other important information
 - ~ Assisted the department director and managers specifically in running errands and secretarial work
 - ~ Managed the department diary and calendar of events

Bandos Maldives – Commis III

October 2017 – July 2018 (bandosmaldives.com/v2/)

- ✓ Managed live cooking stations
- ✓ Focused on the cold kitchen while assisting pastry and hot kitchens
- ✓ Followed HACCP Procedures

City of Dreams Manila – Commis III

October 2016 – October 2017 (cityofdreamsmanila.com)

- ✓ Worked in garde manger banquet kitchen – mass production of salad dressings, sandwiches, mixed salads
- ✓ Ensured that food and work area safety and sanitation standards are met at all times
- ✓ Followed HACCP Standards