



# Glenn Wilson S. Luna

## CAREER OBJECTIVE

*A professional and service-oriented person working in the hospitality, travel, and leisure industries for over 15 years, seeking a role where I can share my knowledge and experiences for the company's benefit and offer products and services exceeding guests' expectations.*

## WORKING EXPERIENCE



**Norwegian Cruise Line**

**Box Office Manager**

**7665 Corporate Center Drive, Miami, Florida, USA 33126**

**NORWEGIAN**  
CRUISE LINE

**January 2020 to present**

\* Overall in charge of running and supervising the Box Office operation, mainly focusing on the entertainment department's customer service, show bookings and promotions, and accommodating guests in the venues.

\* The person in charge of planning and scheduling shows and other entertainment activities onboard that cater to almost 5,000 guests focuses on guest satisfaction and exceeding their expectations.

\* In charge of staff training and development and has experience working in a multi-cultural environment, ensuring the team displays exceptional customer service skills, achieving the company's goals of successful operation, satisfying guests, and delivering their dream vacations.

\* Making reports and documentation, taking care of guests' queries, concerns, and other issues that may arise, ensuring they are happy, and maintaining the ship's high score.



**Norwegian Cruise Line**

**Box Office Staff**

**7665 Corporate Center Drive, Miami, Florida, USA 33126**

**NORWEGIAN**  
CRUISE LINE

**December 2015 to September 2019**

\* Act as a representative of the entertainment department onboard the ship as the source of information and reception point, assisting the guests with show bookings and entertainment queries through a hospitality desk and over the phone.

\* Responsible for checking in guests at entertainment venues through the execution of crowd control with high levels of service.

\* Responsible for handling concerns and issues that may arise and providing resolutions effectively and efficiently, ensuring guests are happy and satisfied by displaying excellent customer skills.

\* Act as ushers/usherettes in charge of accommodating guests and monitoring the entertainment venues, ensuring their comfort.

## CONTACT DETAILS



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## CORE COMPETENCIES

⇒ Equipped with extensive experience in hospitality operations that includes customer service and housekeeping.

⇒ Has experience in leading, developing, and motivating the team to achieve the company's goal of successful operation and guest satisfaction.

⇒ A high level of professionalism, discipline, and dedication in achieving tasks on time to a high standard.

⇒ Computer proficiency, particularly in Microsoft Office and Fidelio.

## EDUCATION

School: De La Salle - Lipa  
Course: Bachelor of Science in Hotel and Restaurant Management  
Address: 1962 JP Laurel National Highway, Mataas na Lupa, Lipa City, Batangas  
Graduated: March 2005

## AWARDS AND ACHIEVEMENTS

- ⇒ Vacation Hero Award  
February 2014
- ⇒ Comment Card Top Earner  
September 2016
- ⇒ Vacation Hero Award  
January 2017
- ⇒ Vacation Hero Award  
June 2018

## PERSONAL PROFILE

Birthdate: August 27, 1984  
Gender: Male  
Civil Status: Single  
Nationality: Filipino  
Passport Validity: 09/20/2029  
Canadian Tourist Visa: 737439829  
Validity: 09/19/2029



**Norwegian Cruise Line**

**Guest Service Staff**

**7665 Corporate Center Drive, Miami, Florida, USA 33126**

**NORWEGIAN CRUISE LINE January 2011 to November 2015**

\*Responsible for providing a variety of services and giving accurate information to the guests efficiently and courteously.

\*Handles cash transactions and payments, and assists guests with their financial queries and concerns. Act as a telephone operator, providing information and assistance to guests.

\*Responsible for reports and documentation of guests' concerns and issues. Responsible for guests' recoveries and follow-ups, ensuring guest satisfaction and problem resolutions are achieved.

\*Helping in the process of embarkation and debarkation of guests, which includes check-in, collection, and inspection of passports and other travel documents.



**Norwegian Cruise Line**

**Stateroom Steward | Utility Public Area Cleaner**

**7665 Corporate Center Drive, Miami, Florida, USA 33126**

**NORWEGIAN CRUISE LINE January 2009 to August 2010 | January 2007 to October 2008**

\*Responsible for daily servicing and cleaning of guests' staterooms on a prompt and professional basis by the company's and United States Public Health's standards.

\*Responsible for ensuring guests are comfortable with their stay in their staterooms throughout the cruise by consistently exceeding their expectations by providing high levels of products and services.

\*Performs general cleaning duties and maintains the cleanliness of public areas of the ship. Organized and skilled in handling multiple cleaning projects, promoting a good atmosphere onboard.

\*Regularly checking and reporting the ship's public areas and guests' staterooms that need the attention of electrical, plumbing, and other maintenance departments to promote comfort and safety for the guests.