

Meriam L. Caboteja

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Objective:

To find a suitable, challenging and growth oriented position where I can best utilize my knowledge and full potential to a maximum level enabling me to contribute to the organization. To be able to improve knowledge, skills, and acquire experiences that would enrich more of my understanding in this field I have chosen to be one of the best.

Education:

Hotel and Restaurant Servicing NC II

OBC Learning and Assessment Center

Alaminos City, Pangasinan

2013 - 2014

Skills:

- Customer Service Oriented
- Computer Literate: MS Office
- Knowledge of handling customer complaint
- Knowledge of housekeeping and using of equipment for housekeeping task
- Excellent critical thinking and problem-solving ability
- Excellent physical condition and flexibility to work long shifts and overnight
- Ability to walk, bend, and stand for extended periods
- Ability to lift 25 kilos
- Excellent hand-eye coordination.
- Knowledge of following instructions and learn new techniques
- Oral and Written Communication Skills.
- Have strong process orientation and good organizational skills with keen attention to details.
- Can work even under minimum supervision

Experience:

Casino Cage Cashier - Seabased

Norwegian Cruise Line *November 24, 2019 - Present*

- Adhere to Finance Department Policy & Procedures at all times.
- Perform window transactions such as bill breaks, tickets and chips redemption, lotto sales, pull tabs, cashing etc.
- Prepare and verify tables fill and credit.
- Correctly enter and process jackpots payouts.
- Issue markers and receive marker payments, process markers in gaming systems.
- Endure adequate cash levels in bank and place cash request if necessary
- Ensure the cash float is secured at all times.
- Balance Cash float daily and declare non-balances.

- Obtain reports from Fidelio, Lotto and Oasis to use a back-up for balance sheet
- Prepare and log chance machine fills.
- Performs credit card advances and assures that procedures are followed.

Cabin Steward - Seabased

Norwegian Cruise Line *September 23, 2017 - November 24, 2019*

- Empty, clean and wash all waste baskets
- Remove all soiled linen
- Replace all used glasses
- Check walls and dust all baseboards
- Make up beds neatly and according to instructions from the Housekeeper
- Change linen twice a week or when necessary
- Check that pillows and pillow protectors are neat and spotlessly clean
- Check that bed pads and blankets are clean free of defects or stains
- Check that area under beds is clean and free of any articles
- Check that drapes are clean free of dust and stains and properly hung

Room Attendant - Muntinlupa, Philippines

Vivere Hotel *January 13, 2016 - July 30, 2017*

- Change bed linen and make beds
- Replace used towels
- Sweep and mop floors and 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
- Follow hotel security guidelines

OIC Housekeeping - Baguio City, Philippines

Baguio LeFern Hotel *December 18, 2014 - January 6, 2016*

- Assigning housekeeping tasks to staff and inspecting work to ensure that the prescribed standards of cleanliness are met.
- Scheduling staff shifts and organizing replacements as required.
- Investigating and addressing complaints regarding poor housekeeping service.
- Providing training to the housekeeping staff.
- Regularly taking inventory of cleaning supplies and ordering stock as needed.
- Issuing cleaning supplies and equipment to housekeeping staff as needed.