



Ariane Mae D. Tiso

Address: Sacub, Hagonoy, Davao Del Sur, Philippines

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PROFILE:

Organized Front desk receptionist with more than 4 years experience in Customer Service. Professional and presentable with a proven track record, and worked through a period of time in which appointment volume increased, upselling spa products and services to clients that results a higher income. Seeking to apply these proven skills to a more challenging, fast-paced environment and produce similar results.

EDUCATION:

Tertiary : **Bachelor of Science in Tourism Management**

Golden State College, GSC

Year 2013- 2017

Secondary: **Digos City National High School**

Year 2009-2013

SKILLS:

- Customer Service • Teamwork • Communication Skills • Computer Skills
- Sales and Marketing • Management Skills • Energetic work attitude • Ability to work under pressure

LANGUAGE:

- English , Tagalog, Cebuano

WORK EXPERIENCE:

1. GHOSON SPA AND WELLNESS - FRONT DESK RECEPTIONIST

July 21, 2019 - July 31, 2023

Area 90, Rawdat Haif Street: 986, Property No. 10, Doha, Qatar

Job Description:

- Open and close spa each day according to Standard Operating Procedures
- Accurately book, update and cancel spa appointments
- Ensure that the check-in, check-out and payment process is handled in accordance with company policy
- Provides callers and guests with detailed descriptions of spa treatments, packages, services, and hours of operation.
- Utilize spa computers with skill and proficiency; document guest information in electronic record as directed.
- Familiarity with Spa Booking Softwares
- Answer the phone promptly and use the guest's name throughout the phone conversation; operate phone system accurately and efficiently.
- Promote the spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available.
- Maintains complete confidentiality in all guest matters in accordance with company policy;
- Provide accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction.
- Maintains a clean; safe, fully stocked and well organized work area.
- Maintain a positive attitude and contribute toward a quality work environment.
- Assist in all areas of spa operation as requested by management.

2. CEBU PACIFIC AIR - CUSTOMER SERVICE AGENT

February 18, 2019 - July 2019

Barangay Fatima and Tambler, General Santos City

Job Description:

• Providing assistance for passengers who are checking-in, making reservations, rebooking a flight, and checking in baggage, also escorting passengers to the boarding gate, and answer any questions or inquiries that passengers may have or if there's flight disruption.

3. **KCC MALL OF GENSAN - OFFICE STAFF**

Sept 01, 2017- December 2018

Jose Catolico Sr. Avenue, Lagao, General Santos City

Job Description:

• Presenting properties and provided amenities in a positive light to prospective tenants. Checking mall premises. Advertising available kiosks or shops using a variety of media and promoting materials.

4. **GREENLEAF HOTEL - Sales and Marketing - Internship**

September 26, 2016- November 25, 2016

San Miguel St, General Santos City

5. **PHILIPPINE AIRLINE - Receptionist (VIP Lounge) - Internship**

July 10, 2015-September 10, 2015

Barangay Fatima and Tambler, General Santos City

6. **DUNKIN DONUTS - SERVICE CREW/ CASHIER**

October 31, 2015 - May 15, 2016 -

P. Acharon, Santiago Blvd. Gensan City

CHARACTER REFERENCES:

• **Rhodilyn Beldad Joriza**

HR Coordinator- Ghoson Spa

Contact No. +974 3068 7725

• **Roniel C. Degorio**

Media: RPN Station Manager

Contact No. 09307543668

• **Julian Roylo**

Brgy. Captain of Sacub

Contact No. 09982148336

I hereby certify that the above given information are true and correct to the best of my knowledge and belief.


Ariane Mae D. Tiso