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WORKING EXPERIENCE

ELITE HAVENS

LVM Holdings Pte. Ltd. ROHQ Philippines

5th Floor, Gloria Building, 109 Aguirre, Legazpi Village, Makati, 1229 Metro Manila

GUEST SERVICES OFFICER

Oct. 21, 2021 – Oct. 27, 2023

- Monitor confirmed bookings and initiate contact with guests for pre-arrival requirements.
- Build and nurture relationship with the guest prior to their arrival via email or whichever method the guest prefers.
- Answer all queries from the guests and provide recommendations and bookings based on Elite Havens approved service provider, suppliers, and partners.
- Liaise and coordinate with Guest Services team in Phuket and Koh Samui or Villa team for arrangement of services requested by the guest.
- Have a knowledge and keep up to date with all new and existing attractions in Phuket and Koh. Samui.
- Plan, build, and provide itineraries when required for guests, presenting these in a professional manner using Elite Havens template. Ensure all information relating to the guests and their requirements are provided to the Villa Manager in a timely manner
- Provide excellent customer service through active listening.
- Use of company tools in performing tasks in relation to processing client's requirements.
- Follow the workflows and standard operating procedure {S.O.P.} set by the Management and Department Head .
- Amendable to ad hoc assignments

ENCHANTED KINGDOM INC.

Sta. Rosa City, Laguna, Philippines

GUEST RELATIONS OFFICER

Jan. 27, 2017 – Oct. 15, 2021

- Welcoming guests in a friendly and professional way
- Addressing and escalating customer/ guest complaints and resolving it in a professional manner.
- Providing information about rides, promos available, rule and regulations of the theme park, facilities and amenities and other services
- Attend to special guests (e.g. VIPs) and answer their inquiries while touring and assisting inside the theme park
- Anticipate guest needs and build rapport with customers and offer assistance
- Make reports on the serious incidents that occurs inside the theme park.
- Providing and offering assistance to other department from time to time when needed.
- Attends meeting and seminars.
- Assigned as Duty Officer/Supervisor for the Guest Relations Department as per schedule.

AIR NIUGINI LIMITED

Port Moresby, Papua New Guinea

SENIOR INTERNATIONAL CABIN CREW

April 11, 2013 – Feb. 01, 2016

- Assist the Purser to plan, supervise and ensure that each flight is provided with the desired quality of safety and customer service, by conducting pre-flight briefing and checks.
- Maintain competitive edge in the airline industry by providing professional and high standard customers service at all times.
- Responsible for ensuring that all pre-flight checks are carried out and given to the Purser.
- Assist the purser to evaluate, recommend and implement agreed changes in work practices and on board equipments.
- Perform duty free sales in the Economy and Business Class.
- Ensure distribution and completion of documentation for cabin crew members and passengers as required by the host countries and regulating Authorities.
- Assist Purser to counsel and motivate cabin crew where appropriate.
- Liaise and coordinate with Operations, Traffic and Flight Services where necessary for the Economy Cabin.
- Provide specific reports as required by the Management.
- Assist the Purser with making Public Announcements when required.
- Perform safety duties in accordance with regulatory requirements.
- Maintain safety and security requirements through successful completion of Safety Emergency Procedures and other related trainings.

Hyatt Hotel and Casino Manila

Malate Manila, Philippines

GUEST SERVICE OFFICER (Front Desk)

April 02, 2012 - July 06, 2012

- Provides friendly, responsive, caring, courteous and gracious hospitality to all the Guests
- Assist Guest in checking in and checking out process
- Performs cash transactions required by Guests including but not limited to credit cards, making change and settlement of guest's accounts.
- Provides administrative support and assistance to the Front Office operation

Delnet International Corporation

Mercantile Insurance Bldg. Cor. Gen. Luna & Beaterio Sts.

Intramuros, Manila, Philippines

SALES and MARKETING EXECUTIVE

Jan. 4, 2011 - March 23, 2011

- support the overall marketing objectives of company both externally and internally
- Ensure that all printed promotional material, brochures is distributed effectively throughout clients & customers
- manage and maintain positive relationships with customers & clients and partners
- attend performances and other events as required out of normal office hours.

Japan Airlines

Narita International Airport, JAPAN

(under Transnational Resources Inc. agency. 2nd Flr. Mary Bachrach Building 25th corner A.C Delgado Sts. Port Area Manila, Philippines)

May 30, 2007 – May 29, 2010

Flight Attendant

- Providing excellent customer service which exceeds passenger's expectation. Carry out in-flight safety and security and comfort of airline passengers during flight. Directing and assisting them in the event of an emergency, such as directing passengers to evacuate a plane following an emergency landing procedure.
- Anticipate and respond to passengers needs and request promptly and in a professional manner and taking extra care for passengers who need assistance such as elderly, unaccompanied minor travelling, wheelchair passengers, blind, etc.
- Announcing flight information, flight time, weather, travel routes and services, arrival times, and/or schedules and descent preparations translating in Filipino language.
- Perform duty free in-flight sales to passengers in Economy Class and Business Class

Great Southern Maritime Corp.

T.M Kalaw Center, 667-A T.M. Kalaw Avenue, Ermita Manila, Philippines

January 15, 2006 – January 15, 2007

Crewing Officer & Administration Officer

- Check arrangement order for crew working gear.
- Final check of (MPS) Maritime Personnel System
- Update and prepare vessel's (CBA) Collective Bargaining Agreement
- Check post deployments documents of crew.
- Prepare Training Endorsement & Agreement for and Crew Sea Service Certification
- Assist in principal of vessel (VMSI) for Training & Cadetship Program
- Maintains / control / check / order sufficient office supplies & equipments needed.
- Double check purchasing of necessary materials needed.
- Establishes and maintains an accurate filing of documents under Administration Dept. including records of attendance of all staff.

Sandigan Ship Services Inc.

Perea St. corner Paseo de Roxas, Makati City, Philippines

May.1, 2005 – Oct. 31, 2005

General Affairs and Administration Assistant

- Prepares and consolidate mails of Ship Management Division and other office's mail matters for sending to corresponding addressee and all outbound documents.
- Assist in other related marine matter requirements and do task assigned from time to time by the seafarer's section.
- Routinely checks and ensures neat and correct filling of documents in the record room.
- Routinely conduct inventory of office & pantry supplies.
- Coordinates with suppliers for needed supplies and make duly approved Purchase Order to be submitted to the Accounting Dept.
- Receives and redirects all incoming calls to concerned parties.
- Receives, controls, manages and monitors incoming/outgoing visitors
- Arrange all requests for appointments from guests who wish to visit the company.

- Maintains a pleasant, professional attitude with visitors and co-workers.

EDUCATIONAL BACKGROUND

June 2001 – March 2005	Adamson University 900 San Marcelino St. Ermita, Manila, Philippines BSBA Banking and Finance
June 1997 – March 2001	Makati High School - Pio Del Pilar Annex E. Zobel Corner Morong St. Brgy Poblacion Makati City, Philippines
June 1991 – March 1997	La Paz Elementary School Dumas St. Brgy La Paz Makati City, Philippines

TRAINING / SEMINARS ATTENDED

TRAININGS & SEMINARS

August 2, 2018	Safety Re-Orientation Program
June 28, 2018	Guest Experience the EK Way Enchanted Kingdom, Santa Rosa City, Laguna, Philippines
October 29, 2015	HLTAID007 Provide Advanced Resuscitation
November 5, 2014	HLTAID007 Provide Advanced Resuscitation HLTAID006 Provide Advanced First Aid HLTAID001 Provide CPR HLTAID002 Provide Basic Emergency Support HLTAID003 Provide First Aid ABC License Training Pty. Ltd. P.O Box 106, Mapleton, Queensland, Australia
March 04, 2014	Cardio Pulmonary Resuscitation (CPR) Automated External Defibrillator (AED) Training MedAire International SOS Company Port Moresby, Papua New Guinea
June 11, 2013	Crew Resource Management Civil Aviation Safety Authority Port Moresby, Papua New Guinea
May 27-28, 2013	Aircrew Security Response Airline Tactical Solutions Port Moresby, Papua New Guinea
May 20 – 23 , 2013	Cardio Pulmonary Resuscitation (CPR) Automated External Defibrillator (AED) Training First Aid Medical Training Port Moresby, Papua New Guinea
November 5-9, 2012	Responsible Service of Alcohol and Singular Approach to Exceeding Excellence Holland America Lines Training Center Anitpolo City, Philippines
January 03 – 04, 2012	Crowd Management Far East Foundtaion Inc. Victoria Building UN Ave. Ermita Manila, Philippines
December 09-17, 2011	Basic Safety Training

Far East Maritime Foundation Inc
Victoria Building, UN Ave. Ermita Manila, Philippines

- September 13 – 15, 2009 Training for In-charge of Aircraft Compartment (TIC)
JAL Office
Narita International Airport, JAPAN
- March 9-12, 2009 Training for In-Flight Japanese Grade "D" (TJD) and
July 21-24, 2008 Training for In-Flight Japanese Grade "E" (TJE)
Multinational Road, Paranaque City, Philippines
- January 15 -20, 2008 Training for In-flight Japanese Grade "R" (TJR)
NAIA Terminal 1 JAL office
- January 8 – March 15, 2007 Basic Japanese Language (Nihongo) Class
Training Center, Intramuros Manila