



Eileen Politan

📍 Lapu-lapu City, Cebu 6015 Philippines  live:eileenpolitan

📞 +639498924699  politaneileen@gmail.com

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

WORK HISTORY

FRONT OFFICE SUPERVISOR | *September 2019 - September 2023*

Savoy Hotel Mactan | Lapu-lapu City, Philippines

- Oversees and supervises Front Office operations
- Coach employees through day-to-day work and complex problems
- Set priorities and problem-solved workflow issues to maintain rapport with customers and managers.

LIFESTYLE CONCIERGE | *August 2017 - September 2019*

Movenpick Hotel Mactan Cebu | Lapu-lapu City, Philippines

- Handles VIP guests during check-in and check-out.
- Remedied issues quickly and effectively through active listening, conflict resolution, and dynamic communication skills.

FRONT OFFICE MANAGEMENT TRAINEE | *September 2015 - August 2016*

Hotel Milo Santa Barbara | California USA

- Supervise day-to-day running of the Front Office
- Proven ability to learn quickly and adapt to new situations
- Skilled at working independently and collaboratively in a team environment.

GUEST RELATIONS ASSISTANT | *June 2012 - September 2015*

Waterfront Cebu City Hotel and Casino | Cebu City, Philippines

- Assist all the VIP guests, prepare room blocking and amenities prior to their arrival
- Compiled feedback to help management improve guest relations policies and prevent conflicts.

FRONT OFFICE ASSOCIATE | *October 2010 – September 2011*

Golden Prince Hotel and Suites | Cebu City, Philippines

- Responsible for the reception desk, carrying out general administration duties and assist with the day to day running of the Front Office Department.

ON-THE-JOB-TRAINEE | *November 2009 – February 2010*

Crown Regency Residences | Cebu City, Philippines

- Learned new materials, processes, and programs quickly.
- Shadowed senior team members to learn all related jobs and tasks.

SKILLS

Front Office Management
Policy and Procedure Modification
Reservations Assistance

Exceptional Customer Support
Staff Supervision
Office Supplies and Inventory

EDUCATION

BS in Hospitality Services Management major in Tourism and Travel Management
Holy Name University, Tagbilaran City Bohol | March 2010

- Dean's List 2006-2010

QUALIFICATIONS

Proficient in MS Word, Excel, Powerpoint, and Adobe Photoshop
System Proficient: Opera Property Management System Front Office Services
System Proficient: Fiesta and IFCA

REFERENCES

JOHN RAY BACATAN Duty Manager, Shangri-la Mactan Resort Lapu-lapu City Tel. No. +632.231.0288
CHRISTABEL ALMEDA Front Office Manager, Savoy Hotel Mactan Lapu-lapu City Mobile No +639178686746
BARRY DORSEY, General Manager, Hotel Milo 202 W Cabrillo Blvd Santa Barbara CA 93101 Tel. No. +1 619.888.9437.

