

Merriam Jill S. Flores

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CAREER SUMMARY:

Customer- Focused and goal oriented sales associate with 10 years serving different customers by creating a warm and friendly workplacd environment. Ensures the highest level of guest satisfaction by delivering quality guest service and amenities within company's standards.

Highlights:

Works well under pressure

Highly responsible and reliable

Beverage alcohol training course

Extensive hospitality background

Extensive knowlegde in suggestive selling and selling technique

Espresso and coffee knowledge

Proficient in Microsoft Windows, MS Word, MS Excel, MS PowerPoint,

WORK EXPERIENCES

Royal Caribbean International

BAR SERVER

April 2023 to December 2023– Mariner of the Seas

May 2022 to January 2023 – Explorer of the Seas

Holland America Line

June 2019 to September 2019-MS Eurodam

June 2018 to March 2019-MS Westerdam

March 2017 to January 2018-MS Noordam

March 2016 to January 2017- MS Koningsdam

February 2015 to December 2015- MS Eurodam

January 2013 to November 2013 - MS Statendam

January 2011 to November 2011- MS Rotterdam

Duties & Responsibilities:

- Prepare and serving cocktails, wines beers, and food appetizers in a fast professional environment
- Advise guests with making menu choices in an informative and helpful fashion.
- Take orders and relay to the food and beverage staff
- Offering premium drinks and Beverage events and daily specials onboard the ship
- Delivered exceptional service by greeting and serving customers in a timely, friendly manner
- Skillfully anticipated and addressed guests' service needs

- Consistently adhered to quality expectations and standards
- Routinely cleaned table linens, table settings, glasswares, carpets, counters, floors, storage areas and service refrigerators
- Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests.
- Engaging with customers and advising them about current promotions.
- Provided excellent customer service with complete knowledge of restaurant menu and job functions
- Established repeat business by developing positive relationships with customers

Participated in multiple company training workshops to ensure company benchmarks were achieved

- Achieved greater fluency in the English language clearly, distinctly and cordially with guest and crew.
- Improved my knowledge of drinks selection and service.
- Experience providing excellent customer service in a fast-paced environment.
- A positive attitude and ability to work well under pressure with bussers, cooks, and other staff.
- Able to perform high-quality work while unsupervised.
- Present bills accurately and operate a point-of-sale system.

Sitel

OJV, Julia Vargas, Pasig City

September 04, 2020 to September 3, 2021

OUTBOUND CUSTOMER SERVICE REPRESENTATIVE

Duties & Responsibilities:

- Serves customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Contributes to team effort by accomplishing related results as needed

Teleperformance

Rockwell, Ortigas

April 2014 to September 2014

HOTEL RESERVATION SPECIALIST

Duties & Responsibilities:

- Help customers find combination deals that save money and help them enjoy a smooth travel experience.
- Handle booking calls, provide information about rates and availability, and assist with hotel, flight, and meeting room reservations as well.
- Research, negotiate prices, coordinate with travelers, and liaise between the traveler and service provider.
- Help organize food service, local appointments, and client meetings in remote locations.
- Ensure smooth-sailing for your client and troubleshoot any issues.
- Keeping accurate records about customer bookings, payments, and any additional information that hotel staff might need when interacting with a guest. Follow up with previous customers to encourage them to book another stay at the hotel.

Radisson Blu Hotel

Media City, Dubai, UAE

September 2007 to September 2010

HOSTESS

Duties & Responsibilities:

- Meeting and greeting guest visiting the hotel and restaurants or banquet functions.
- Schedule dining reservations for guests in advance and as they arrive at the restaurant.
- Make reservations for guests in a proficient and professional manner.
- Directs and instructs the dining room personnel on customer needs to ensure customers receive fast and quality service from the moment they arrive.
- Greet guests as they arrive and take them to their seats provide a menu and explain specials.
- Inspects and maintains the dining facilities.
- Ensures customer's orders and explains menus
- Assist in planning menus.
- Table allocation
- Responds to general telephone/email inquiries
- Follow up on administrative tasks

EDUCATIONAL ATTAINMENT

Our Lady of Fatima University

Bachelor Science in Tourism

4- Year Course