

DELA CRUZ DENICE ANNE F.

REGISTRY CONSULTANT

Contact Details

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Angat, Bulacan

Achievements

- Nominee for legend of the month for month of December 2013.
- Legend of the Month for Month of the December 2013.
- Nominee for Legend of the Quarter 2013.
- Achieve a trip advisor comment from a guest.

Trainings & Skills

- Atlantis the Palm Brand Promise Training and Development (2011-2015)
 - Atlantis Brand Promise (Warm Service, Engaging Service, Service Recovery, Responsive Service)
 - Living the Vision
 - First Aid Training
 - Work Place Ethics
 - Change your attitude
 - Basic Food Hygiene
 - Arabian Hospitality
 - F&B Up Selling
- Gulf Air Philippines · Internship (January 2008-September 2008)
 - Accounting Department
 - Airport (Officer In Charge for Interns)
- Computer Applications
 - Microsoft Office (Word, Excel, PowerPoint, Publisher, Outlook)
 - OPERA (Basic), Micros (Basic), PeopleSoft (Basic)

Personal Information

- Birth Date: July 6, 1989
- Age: 34
- Height :5'4" Weight: 105 lbs
- Language Spoken: English and Filipino

Personal Profile

I am professional in my work, I pay great attention to detail and I remain calm and structured in my approach to my customers. I have always gained enough experience to be able to deal with complaints and problem cases and I remain enthusiastic.

Work Experience

Registry Consultant / Supervisor

Rustan Commercial Corporation · November 2015-February 25, 2021

- Registry Consultant, Weddings and Beyond provides professional and personalized services for couples by demonstrating advanced product knowledge and building quality registrations that ensure satisfaction and drive sales. Also responsible for fulfilling and performing other side duties e.g. registry reports and system monitoring for enhancement.

Hostess - Imperial Club Lounge

Atlantis the Palm Jumeirah Hotel and Resort · January 2011-June 2015

- Hostess, Imperial Club Lounge receives and interacts with guests entering the lounge, provide their needs. Adhere lounge needs (admin support, reports and files based on ISO Standards), giving a hand to food and beverage attendant during busy days.

Data Encoder / APC Coordinator

Elementary Graduate Diploma (2008-2015)

- Encodes member's application forms in the system
- Monitor the in's and out's of product of each center at the company, received the payment of each center encode the products that the center purchase for the filing.

Academic Background

De La Salle College of Saint Benilde

BS-School of Hotel, Restaurant & Institution Management
Major in Tourism Management (2005-2008)

I certify that the above information is true and correct, to the best of my knowledge.

Dela Cruz, Denice Anne F.