

Dianne Christine E. Sarmiento



#1746 Bldg N Urban Deca, Ortigas Extension Pasig City
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Experienced and Skilled Assistant Manager with expertise in Hotel Management, Guest Service and Room Division Operation. Recognized as efficient manager and team player who generates significant growth in the hotel revenue and effectively motivates personnel to provide superior customer service.

Professional Employment History

Position: House Manager
Company: VIP Family
Address: Valle Verde 3 Pasig City
Date: Nov 2021 - Present

- Managing the day-to-day operations of the facility, including hiring and firing staff members as needed
- Managing budgets of the householders
- Maintaining financial records of the householder
- Make sure that there are enough stocks of food/household needs in the house.
- Organize the schedule of the family including kids school activity
- Scheduling staff working hours

Position: Senior Assistant Housekeeping Manager
Company: Carnival Cruise Lines
Address: Miami, United States of America
Date: July 2017 – Oct 2020

Duties and Responsibility:

- Supervises and coordinates activities of room stewards, public area cleaners and floor supervisors.
- Assists in the managing and directing of the day-to-day operations of all Housekeeping and laundry functions.

- Obtains list of vacant rooms to be cleaned immediately & list of prospective checkouts or discharges in order to prepare work assignments.
- Assigns team members their duties, and inspects work for conformance to prescribed standards of cleanliness.
- Experience with turn down service, special needs of VIP Guests, foreign dignitaries.
- Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.
- Schedules the cleaning of the room carpets, upholstery, and draperies as needed, along with deep cleaning projects and window cleaning as necessary.
- Schedules cleaning for lobby area, public restrooms, telephone areas, hallways, entrances, elevators.
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- Schedules periodic major cleaning projects including carpet shampooing, cleaning of walls and baseboards, cleaning of windows, elevator doors and tracks.
- Schedules cleaning of all meeting rooms after a completed function.
- Investigates concerns regarding housekeeping service and equipment, and takes corrective action.
- Provides support to the Executive Housekeeper in all areas of Housekeeping operation, such as staff training, coaching, counseling and also enforces to the hotels standard operating procedures.

Position: Floor Supervisor/ Asst HK Manager

Company: Carnival Cruise Lines

Address: Miami, United States of America

Date: March 2015 – July 2017

Duties and Responsibility:

- Checking cabins in assigned section as per CCL standard
- Conducting training to Stateroom Steward as needed in daily work
- Checking pantry and lockers as per CCL and USPH Standard
- Recording and submitting shift reports
- Documentation and filing of all paper works needed
- Reporting all issues and follow up to Assistant Housekeeping Manager

- Making sure that Stateroom Steward and Assistant Stateroom Steward is properly groomed
- Conducting meeting and orienting stateroom steward with updated company policy
- Ensures guest rooms are properly secured and that proper key control procedures are utilized by the housekeeping staff.
- Rewards employees who use their empowerment to meet or exceed guest expectations.

Position: Front Office Supervisor

Company: Pars International Hotel

Address: Juffair, Kingdom of Bahrain

Date: May 2011 – February 2014

Duties and Responsibility:

- Provide outstanding services and ensure customer satisfaction
- Address customer concerns and complaints promptly and professionally
- Respond to customer needs and requests in a timely manner
- Answer phone switchboards and transfer calls and messages
- Manage incoming and outgoing mails and faxes
- Post charges to customers and handle card and cash transactions
- Plan and assign workloads for front office associates
- Supervise associates in their assigned job duties
- Prepare operational and financial records for Manager to review
- Assist hiring and training associates in front office duties
- Evaluate performance of associates and provides appropriate feedback
- Schedule regular meeting to discuss about issues and updates
- Educate associates on safety, emergency and security procedure

Position: Front Desk Officer

Company: Riviera Palace Hotel

Address: South Sehla, Kingdom of Bahrain

Date: May 2009 – April 2011

Duties and Responsibility:

- Receiving calls from inside and outside the Country

- Making booking for Guest, either by telephone or Walk-In
- Check in and Check out guests
- Attend to guest requirements and inquiries
- Ensuring guest satisfaction within their stay
- Running night audits
- Documentation
- Sending Quotations

Educational Background

College

Course: Bachelor of Science in Nursing
 Year: 2002 - 2007
 School: Calayan Educational Foundation Inc.
 Address: Red-V, Lucena City

Secondary

School: Holy Rosary Catholic School
 Year: 1996 - 2000
 Address: Lucena City

Elementary:

School: Holy Rosary Catholic School
 Year : 1991 - 1996
 Address: Lucena City

Personal Information

Permanent Address : #21 Villa Consuelo Subd. Red-V, Lucena City
 Contact number : +639995694231
 Email Address : ldianne06@gmail.com
 Birth Date : 07/17/1984
 Birth Place : Lucena City
 Height : 5'5"
 Weight : 70kg
 Religion : Roman Catholic
 Nationality : Filipino

Character References

Name: Jennifer Mesa
 Position: Crew Coordinator
 Company: Carnival Cruise Lines

Carnival Cruise Line | 3655 NW 87th Avenue | Miami, FL 33178 |
Tel No: 305.599.2600

Name: Ali Al Shehabi
Position: Managing Director
Company: Pars International Hotel
Tel No. : +97317814777