

JOANNE B.ARZAGA

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PROFILE

To use my skills in the Hospitality Industry offering opportunities for advancement and professional development in a company allowing me to contribute my knowledge and skills.

SKILLS

Customer Service

Team work

Good communication

Multitasking

Creativity

EDUCATION HISTORY

BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT

San Sebastian College Recoletos Manila

2011 - 2015

WORK EXPERIENCE

VVIP FOOD AND BEVERAGE ASSOCIATE / BUTLER

Royal Group Yash Hospitality Salam St. Near Sheikh Khalifa Park, Abu Dhabi,UAE

JULY 31,2016 - PRESENT

- Assisting the Client in her personal needs.
- Set the dining area and tables according to preferences.
- Cater for large parties and other such events
- Pay attention to the finest details of serving
- Ensure that the Property is properly supplied with appropriate consumables
- Ensure the correct appearance of all dining and other food service areas
- Perform cleaning tasks and breakdown of service
- Maintain high standards of safety and cleanliness.
- Keeping Inventory Supplies

FOOD AND BEVERAGE ATTENDANT

Lancaster Hotel Manila Shaw Blvd. Mandaluyong, Philippines

SEPTEMBER 2014 - FEBRUARY 2015

- Greet the guest with warm welcome. Escorting them to their assigned table
- Present menus, answer questions and offer information on menu items. Alcoholic and non- alcoholic beverages and specials.
- Attends all the need of the guests and Makes them feel comfortable and Satisfy
- Carrying plates of food on trays and serving guests. Keep glasses filled. remove each round of plates and replenish cutleries.
- Maintain high standards of safety and cleanliness.