

LINETTE ROVINA B. VALDEZ

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PROFESSIONAL SUMMARY

Versatile and dedicated hospitality professional with a wealth of experience across various roles, including Store Supervisor, Restaurant Supervisor, Room Service Attendant, Concierge & Executive Lounge Attendant, Dining Room Assistant, Host Assistant, Expediter & Food Runner, Food Server, Banquet Server, Food Attendant, and Housekeeper. Demonstrated expertise in providing exceptional customer service, maintaining high standards of cleanliness and organization, and ensuring the smooth and efficient operation of hospitality establishments. Skilled in team leadership, multitasking, and problem-solving, with a commitment to exceeding guest expectations and enhancing their overall experience. With a proven ability to thrive in dynamic and fast-paced environments, I am eager to leverage my diverse skill set and passion for hospitality to contribute to the success of your team and deliver unparalleled service to your guests.

SKILLS AND ABILITIES

- Leadership
- Organization
- Physical Stamina
- Problem-Solving
- Team Management
- Teamwork
- Cleaning Techniques
- Hygiene Standards
- Customer Service
- Adaptability
- Inventory Management
- Flexibility

WORK EXPERIENCE

Surplus Marketing Corp. | Philippines 2018 - 2020

Position: Store Supervisor

- Oversaw inventory management to ensure adequate stock levels.
- Scheduled and supervised staff to maintain efficient operations.
- Provided excellent customer service, addressing inquiries and resolving issues.
- Conducted regular audits to monitor compliance with store policies and procedures.
- Managed cash handling procedures, including opening and closing registers.

Minneapolis Airport Marriott | USA 2016 - 2017

Position: Restaurant Supervisor / Room Service Attendant /

Concierge & Executive Lounge Attendant / Dining Room Assistant /

Host Assistant / Expediter & Food Runner / Food Server /

Banquet Server

- Managed restaurant staff, including training, scheduling, and performance management.
- Took room service orders from guests over the phone or in person.
- Assisted guests with travel arrangements, restaurant reservations, and entertainment bookings.
- Assisted with seating guests and managing reservations to optimize table turnover.
- Managed guest seating and reservations.
- Expedited food orders from kitchen to table.
- Provided professional and courteous food service.
- Took orders, served meals, and addressed guest needs.

YMCA of the Rockies | USA

2014

Position: Food Attendant and Housekeeper

- Assisted with food preparation, ensuring ingredients are fresh and properly portioned.
- Set up serving stations and replenished food items as needed during service.
- Cleaned and maintained guest rooms, ensuring they meet established cleanliness standards.
- Changed bed linens, replenished amenities, and tidied up rooms to provide a comfortable environment for guests.

TRAININGS AND CERTIFICATIONS

- Bloomington Diamond Service Awards (Nominee), 2017
- ASEAN Economic Community 2015: "Windows of Opportunity for Strengthening Indonesian and Philippines Relation", 2014
- "A fusion of Gastronomy towards the delight of the 21 st Century", 2013
- "Hotellinx/Posllinx Workshop: PMS and POS Interactive Plenary and Hands-on Training", 2013
- Excellence and Spirituality: A Running Edge Towards Global Business Education, 2012
- "Paulinian Hospitality Education: Epitomizing Excellence Towards the 21 st Century", 2011
- On-the-Job Training: Front liner, 2015
- On-the-Job Training: Housekeeper and Banquet Sales Assistant, 2014 - 2015
- On-the-Job Training: Shipboard Training and Seminar, 2013
- On-the-Job Training: Food Attendant and Housekeeper, 2012 - 2013

EDUCATION

St. Paul University | Philippines

2011 - 2015

Bachelor of Science in Hotel, Restaurant Management

Bachelor of Science in Tourism Management