



AIRA GWEN OZARAGA

RESERVATIONS ASSOCIATE

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0805 Fatima Village, Balangasan Pagadian City

PROFESSIONAL SUMMARY

Experienced Reservations Associate with a proven track record of effectively managing bookings and providing exceptional customer service. Skilled in utilizing reservation systems, handling inquiries, and resolving issues promptly to ensure customer satisfaction. Possesses strong communication and organizational abilities to efficiently coordinate reservations and contribute to the overall success of the team.

ACADEMIC BACKGROUND

J.H CERILLES STATE COLLEGE 2020-2021
BACHELOR OF SCIENCE IN
HOTEL AND RESTAURANT
MANAGEMENT
Balangasan District, Pagadian City

CORE SKILLS

- Proficient in handling booking request
- Demonstrated ability to provide excellent customer service
- Adaptability
- Attention to detail
- Problem Solving ability
- Computer proficiency

CAREER HISTORY

RESERVATIONS ASSOCIATE June 2022- Sept. 2022

DISCOVERY SHORES BORACAY

- Responsible for promptly and professionally responding to inquiries and requests from clients who contact the spa through various channels, including phone calls, emails, and social media platforms like facebook.
- My primary responsibility is to manage the bookings and reservation process. This includes accurately inputting client information, scheduling appointments, coordinating availability with therapists, and ensuring all necessary details are recorded.
- I am responsible for handling cash transactions related to bookings, service fees, and product purchases. It is essential to maintain accuracy, handle payments securely, and provide customers with proper receipts or invoices.
- I am tasked with generating sales reports and calculating service fees for the therapist.
- As guest arrives at the spa, it is my responsibility to provide a warm and friendly welcome. Greeting guests, assist them with check-in procedures, offer beverage, and ensure their comfort while they wait for their appointment.

FREELANCING (VIRTUAL ASSISTANT) Dec. 2022 to Present

- I help assist clients with their e-commerce business by identifying aspects of products that matters to them such as design and price.
- I am responsible in managing my clients Social Media platforms, like facebook.