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**HEIZEL C. CASTAÑARES**
Nagtuang, Loon, Bohol
heizelcastanares942@gmail.com
09636638685

**PERSONAL INFORMATION**

**Age:**  24 years old

**Date of Birth:**  October 5, 2000

**Place of Birth:** Loon, Bohol

**Civil Status:** Single

**Gender:** Female

**Height:** 5’3”

**Weight:** 56 kg

**Religion:** Roman Catholic

**Nationality:** Filipino

**PROFESSIONAL SUMMARY**

Dedicated and customer-oriented hospitality professional with experience in front desk operations, housekeeping, and banquet services. Skilled in event planning, guest relations, and multitasking in fast-paced environments. Seeking opportunities to contribute my expertise in hospitality management and customer service.

**WORK EXPERIENCE**

**Hotel Front Desk Clerk**

*October 9, 2023 – Present*

* Manages reservations, cancellations, and room modifications.
* Addresses guest inquiries and resolves concerns professionally.
* Handles check-in/check-out processes, payments, and billing.
* Maintains records of room availability, bookings, and assignments.
* Assists guests with wake-up calls, special requests, and concierge services.

**Room Attendant**

*Bohol Tropics Resort, Tagbilaran City – April 2019 – May 2019*

* Provided excellent housekeeping services and guest assistance.
* Cleaned and sanitized guest rooms, restocked supplies, and maintained high cleanliness standards.
* Responded to guest requests promptly and professionally.
* Ensured compliance with hotel safety and cleanliness policies.

**INTERNSHIP EXPERIENCE**

**Room Attendant (OJT)**

*Richmonde Hotel Iloilo, Mandurriao, Iloilo City – June 2022 – July 2022*

* Replenished housekeeping carts and guest room supplies.
* Assisted in deep cleaning and sanitation of guest rooms.
* Provided timely responses to guest requests for additional amenities.

**Banquet Server (OJT)**

*Grand Xing Imperial Hotel, Iloilo City – April 2023 – June 2023*

* Served food and beverages efficiently during large-scale events.
* Assisted in table setups, ensuring proper arrangement of linens, glassware, and utensils.
* Provided high-quality guest service and handled special requests.

**EDUCATION**

**Bachelor of Science in Hospitality Management**
*Iloilo State University of Fisheries Science and Technology – Dingle Campus (2022–2023)*

**SKILLS**

* Event Planning & Coordination
* Excellent Customer Service & Communication
* Housekeeping & Banquet Service Expertise
* Multitasking & Organizational Skills
* Basic Computer Proficiency (Microsoft Office)

**ACHIEVEMENTS & AWARDS**

* **First Place in Bed Making with Towel Art** – November 7-8, 2019
* **Event Facilitator** – November 15-19, 2021
* **Assistant Event Manager** – November 15-19, 2021
* **Academic Merit Award** – August 5, 2022
* **Event Management Staff** – November 4, 2022
* **Dean’s List Award** – March 24, 2023
* **Cum Laude** – July 18, 2023
* **ROTC Service Award** – July 18, 2023

**CERTIFICATIONS & TRAINING**

* **NC II in Bread and Pastry Production** – December 6, 2018
* **NC II in Housekeeping** – April 1, 2019
* **360 Hours OJT – Housekeeping Department (Bohol Tropics Resort)** – March 4, 2019
* **Hands-on Training in Wine Appreciation** – December 1, 2021
* **200 Hours OJT – Housekeeping Department (Richmonde Hotel Iloilo)** – July 15, 2022
* **300 Hours OJT – Banquet & F&B Department (Grand Xing Imperial Hotel)** – June 24, 2023

**HEIZEL C. CASTAÑARES**

 *Applicant*