

# Faye Dianne B. Rosete



## CONTACT

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## SKILL HIGHLIGHTS

- Microsoft Office
- Adaptability
- Ability to work under pressure
- Service Focused
- Self-Motivated
- Problem solving
- Time Management

## EDUCATION

University of San Agustin

Bachelor of Science:

**Hotel & Restaurant Management S.Y 2012-2017, Iloilo City, Philippines 5000**

## REFERENCES

Provided upon request

## OBJECTIVE

To succeed in a position where I will be able to apply my knowledge, skills and experience for the growth of The Company as well as giving me benefits to succeed in the future.

## EXPERIENCE

### RECEPTION CUM SECRETARY

SUSTAINABLE LINE GENERAL TRADING L.L. DUBAI, UAE

Dec. 17, 2019 – Present

- Answer phone calls and redirect them when necessary
- Manage the daily/weekly/monthly agenda and arrange new meetings and appointments
- Prepare and disseminate correspondence, memos and forms
- File and update contact information of employees, customers, suppliers and external partners
- Support and facilitate the completion of regular reports
- Develop and maintain a filing system
- Check frequently the levels of office supplies and place appropriate orders
- Make travel arrangements
- Document expenses and hand in reports
- Undertake occasional receptionist duties

### FRONT DESK OFFICER

2GO TRAVEL INC. (Sea Based)

Aug. 3, 2018- Aug 4, 2019

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system. Informs visitors by answering or inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

### FRONT DESK ASSOCIATE

THE MANSION HOTEL & CONVENTION

July 11, 2016 - April 4, 2018

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate