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| Eleujaelyn D. Manguito |
| **Address :** Al Attar Bldg., Sheikh Zayed RoadDubai, UAE**Mobile No(s):**00971 58 898 7724 **E-mail :** sleuedjy@yahoo.com **Personal Details:**Nationality: PhilippinesDate of Birth : October 18,1977Visa Status : ResidenceVisa Validity : May, 2021Language: Tagalog / English | **POSITION DESIRED : Admin support / Secretary** **CAREER OBJECTIVE**To bring to the organization enthusiasm, dedication, responsibility and good work ethics, combined with a desire to utilize my skills obtained through experience.**EDUCATION**Bachelor of Arts Major in Political Science Central Philippine UniversityIloilo City, PhilippinesYear 1997- 2000Associate Hotel and Restaurant Management Colegio Del Sagrado Corazon de JesusIloilo City, Philippines Year 1995-1997**WORK EXPERIENCES****13 June 2011 – Present** R.A.M Metal Industries LLCAdministrative ReceptionistDubai, U.A.E**FUNCTIONS :*** Act as the point of contact for individuals contacting or entering premises in such a way that positively affects the customer’s calls or visit experience.
* Organize and prioritize work, work independently, and multi task.
* Receive all visitors and phone calls.
* Provide general clerical back up in line with the company’s strategic plan, mission, vision, values goals and objectives.
* Answer a multi-line switchboard quickly (ideally within 3 ring cycles).
* Screens assess and refer individual inquiries to concerned department.
* Take down and deliver messages accurately in a timely fashion.
* Accept and sign for packages and distribute mail.
* Distribute incoming faxes and mail.
* In charge of outgoing faxes and international calls.
* Arranged Couriers, Flights and Hotel Bookings.
* Maintain a pleasant appearance of the reception area and lobby.
* Work as a team player in a changing and growing environment.
* Set up and maintain office files and keep correspondence and reports available for reference and efficient operation of the office.
* Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
* Maintain hardcopy and electronic filing systems.
* Set up and coordinate meetings and appointments.
* Create, transcribe, and distribute incoming mail.
* Maintain log for Office supplies and stationery items.
* Perform other related duties as required.

**01 January,2010 – 31 October,2010** Metropolitan Hotel-DubaiFront Office Shift leaderDubai, U.A.E**01 November,2005 - 31 December,2009** Metropolitan Hotel – Dubai Front Office CashierDubai, U.A.E**02 August, 2003 - 31 October,2005** Metropolitan Hotel -DubaiOutlet CashierDubai, U.A.E**FUNCTIONS :*** Oversee the shift operation of the front office ( concierge, guest relations and Cashier )
* Handles the correct billing of guest expenses.
* Daily check of all departures, informing guests about late checkout costs and procedures.
* Performs the audit balances and prepares all work for audits in an orderly fashion.
* Cash handling & receiving Cheques.
* Exchanging Foreign currency to a local currency (DIRHAMS )
* Attends to guests complaints, inquiries and requests, refers problems to Guest Service
* Coordinates with housekeeping supervisors and Guest Relations
* To make sure all arrival and VIP rooms are well prepared and inspected thoroughly.
* Making sure that the shift is fully covered. (Enough staff, enough cash, master keys complete. Reports and handover shift to the Assistant Front Office Manager.
* Ensure that all Standard Operating procedures are strictly followed.
* Deals with guest complaints efficiently ensuring customer satisfaction wherever possible.
* Responsible for training new front desk staff.

**Trainings Attended and Certificates:*** Loyalty Program Training
* Telephone Skills
* Effective Communication and Guest Relation
* Customer Care Training
* Employee of the Month February 2010

**COMPUTER KNOWLEDGE*** Microsoft Outlook 2016/MS Word 2016/Excel 2016
* Internet Browsing
* Knowledge of Microsoft power point 2010
* Knowledge of Fidelio System (6.20 version)
* Knowledge of Opera System (6.20 version)
* Knowledge of Micros system

\*\*\*REFERENCES AVAILABLE UPON REQUEST |