



# Catherine Galano

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## Experience



THE FLYING PAN, CITADINES HOTEL MAKATI CITY  
RECEPTIONIST – FRONT DESK OFFICER  
September 2018 – August 2021

Responsible for handling **front** office **reception** and administration **duties**, including greeting guests and offering them a beverage, answering phones, handling company inquiries, and sorting and distributing mail.



Dubai, United Arab Emirates



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- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Directs visitors by maintaining employee and department directories; giving instructions.
- Maintains security by following procedures; monitoring logbook; issuing visitor badges.
- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation
- Excellent phone manner and ability to deal with high-volume calls
- POS and office software proficiency
- Experience in using online calendar and scheduling systems
- Knowledge of the hospitality industry
- Excellent at going the extra mile to assure customer satisfaction
- Problem-solving and conflict resolution
- Able to remain calm and efficient under pressure
- Effective multitasking while maintaining relaxed and pleasant manner
- Thorough knowledge of local attractions, restaurants, and services
- Organized and detail-oriented
- Skilled in positive communication with difficult customers
- Quick learner



APEX 8 AND CROWNTech ENTERTAINMENT CORP  
ONLINE CASINO DEALER  
January 2016 to August 2018

Adhere to company policies and federal and state regulations for smooth operations.  
Perform technical and functional gaming duties as per the regulations of casino management.  
Ensure that every bet is within the maximum and minimum table limits.  
Handle table games as per established guidelines.  
Understand and follow gaming procedures at all times.  
Exchange cash for tokens and chips.  
Ensure that gaming table is ready with required wagers to proceed.  
Maintain game pace fast and smooth by handling cards, chips, money, dice and other equipment efficiently.  
Remind players about rules and regulations of the games.  
Keep record of the bet amount accurately and collect bets from losers and pay bets to winners appropriately.  
Create enjoyable and fun atmosphere by attending to players' needs politely.  
Report any unlawful act to the floor manager immediately.  
Create a lively gaming experience for players.  
Communicate to floor manager regarding customer request or disturbed situation which is not in the jurisdiction of casino dealer for further action.



KARATE KID FAST-FOOD C  
CASHIER AND DINE-IN STA  
Working Student

Provide customers with the menu and suggest food items as per their preferences  
Inform customers of any special or new deals that the company has introduced  
Take orders by punching them into the POS database and repeat orders to ensure accuracy  
Take cash or process credit cards in exchange of meals sold  
Relay orders to the kitchen so that they can be prepared immediately  
Handle preparation of fountain drinks, shakes and ice creams  
Assemble orders and pack them in a safe manner  
Ensure that condiments such as sauces and napkins are added to the packaged food items  
Assemble meals on a tray and offer the tray to the customers dining.  
Operate fry stations and grills to handle food preparation activities  
Ensure that order and food preparation counters are clean at all times  
Manage cleaning and maintenance activities on equipment such as ovens and grills



### Educational Background

PASIG CATHOLIC COLLEGE, Pasig City Philippines  
Bachelor of Science in Commerce Major in Management  
Under Graduate 2011

BENIGNO AQUINO HIGH SCHOOL, Makati City Philippines  
High School Diploma – Graduate

### References

EDLEROSE YDEL  
Head of Supply Chain and Internal Sales  
Georg Fischer Piping Switzerland  
050.8274730

