

John Michael “Nicole” Mendoza Villena

Sheikh Humaid Bin Rashid Al Nuaimi St., Ajman, UAE, 18888

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OBJECTIVE

To serve and continue to the growth and development of the best of my ability and to better develop me through honest work, good performance and dedication.

WORK EXPERIENCE

Ramada by Wyndham Beach Hotel Ajman

October 1, 2017 up till date

Sheikh Humaid Bin Rashid St., P.O. Box 18888 Ajman, UAE

CID Agent/Telephone Operator

Duties and Responsibilities:

- Receive each guest call and respond on a timely and professional manner.
- Monitor automated systems for placing collect calls and intervene for a callers needing assistance.
- Observe signal lights on switchboards, and dial or press buttons to make connections.
- Offer special assistance to persons such as those who are unable to dial or who are in emergency situations.
- Operate telephone switchboards and systems to advance and complete connections, including those for local, long distance, pay telephone, mobile, person-to-person, and emergency calls.
- Receive, record and relay messages accurately, completely, and legibly.
- Attend daily departmental briefing and training.
- Process guest requests for wake up calls, screening calls, do not disturb, call forwarding.
- Test communications equipment to ensure it works properly.
- Responsible for maintaining all guests' passport & ID database and transfer on timely manner to Ajman Police.
- Update C.I.D system and ensure accurate balancing of C.I.D system on daily basis.
- Dealing with CID inspections.
- Inserting/Updating proper guest's profiles on CID system.

Ramada Hotel & Suites by Wyndham Ajman

Oct. 28, 2012 – Sept. 30, 2017

Sheikh Khalifa Bin Zayed St., P.O. Box 31631 Ajman, UAE

Restaurant Hostess/ Order Taker/Cashier

Duties and Responsibilities:

- Answer phone calls regarding guest's enquiries.
- Responsible for attending guests needs and orders.
- Greet and assists guests to their respective table and introduce who will be serving them.
- Offer appropriate seating arrangements.
- Prepare daily reports (daily cover report, sales report).
- Present the bill and assist for payment.

- To monitor the open dining sections of the restaurant for empty and cleaned tables.
- To place order and serve food and beverage on a timely manner.
- To make clearance and resetting the table.
- Keep the restaurant neat and tidy.
- Upsell dish of the day, promotion of the month.

Asian Palace Star Group of Finest Restaurants
 Al Mubarak Centre, Al Arouba St., Sharjah, UAE
Restaurant Hostess/Waitress

May 10, 2010- April 5, 2011

Duties and Responsibilities:

- Collect and process payment of customers.
- Serve food and beverage to the customer according to specific time.
- Greet customers and assist them on their table.
- Remove dishes or glasses from the table and bring to the washing area for cleaning.
- Present menu to the customers, inform promotion of the month and dish of the day.
- Maintain the restaurant tidy and clean.
- Prepare tables/ resetting up after customers left.
- Fill salt, pepper, condiments and napkins containers.

TELETECH, Sta. Rosa, Laguna, Philippines
 Customer Service Representative

Nov.15, 2009- Jan.10, 2010

Scope Works Asia, Cabuyao, Laguna, Philippines
 Conversion Agent (Call Center Agent)

Jan.19, 2009-Nov.10, 2009

Advanced Contact Solutions, Inc., Cabuyao, Laguna, Philippines July 4, 2008-Dec. 14, 2008
 Customer Service Representative

Verde Island Resort (4*Resort Hotel)
 Pastor Avenue, New Market Site, Batangas City, Philippines
Front Office Agent

March 17, 2007-March 10, 2008

Duties and Responsibilities:

- Welcome guest upon arrival and assign room.
- Perform all check-in and check-out tasks.
- Register guest and collect necessary information.
- Liaise with housekeeping staff on the status of rooms to accommodate guest's needs.
- Upselling and promoting hotel services.
- Provide information about property, available room, rates and amenities.
- Manage online and phone reservations.
- Inform guest about payment methods and verify their credit card details.
- Respond to guest's enquiry and complaints in a timely and professional manner.

SKILLS

- Computer Literate Excellent inter-personal skills
- Customer Oriented Proficient with different hospitality PMS like Opera, MICROS, Touche & WIN-HMS

EDUCATIONAL BACKGROUND

High School:

The Mabini Academy

8 TM Kalaw Street, Balintawak, Lipa City 4217, Batangas
Philippines
1999-2003

College:

De La Salle Lipa

B.S. Hotel & Restaurant Management
Lipa City, 4217, Philippines
2003-2004

ACHIEVEMENTS & TRAINING ATTENDED

STAR OF THE MONTH – SEPTEMBER 2013

STAR OF THE MONTH – JULY 2018

Food Safety & Hygiene Training – April 12, 2015

HACCP – July 6, 2018 – September 5, 2019

Wyndham Rewards- June 25, 2018

Ramada Hotel & Suites by Wyndham Ajman

Ramada by Wyndham Beach Hotel Ajman

Ramada Hotel & Suites by Wyndham Ajman

Ajman Public Health Program Department

Wyndham Garden Ajman Corniche

PERSONAL INFORMATION

Age : 34
Place of Birth : Lipa City, Philippines
Date of Birth : August 28, 1986
Civil Status : Single
Gender : Transgender Woman
Religion : Catholic
Nationality : Philippines
Passport # : P1450224A
Date of issue : January 03, 2017
Date of Expiry : January 02, 2022
Place of issue : PCG Dubai

CHARACTER REFERENCE

Marvee Callera

HR Officer

Ramada by Wyndham Beach Hotel Ajman

+971 55 5026042

Rochelle Morales

Cluster Human Resources Manager

Ramada Hotel & Suites by Wyndham Ajman

+971 52 9037140

DECLARATION

I hereby certify that the above mentioned information is true and correct to the best of my knowledge and belief.

John Michael Mendoza Villena