



Fortune Joy Garcia Realin

📍 Al Barsha I, Dubai, United Arab Emirates 📞 +971-581-160-639 ✉️ fjoygarcia42@gmail.com

WORK EXPERIENCE

Guest Service Agent /Reservations Agent - Donatello Hotel Dubai

Sheikh Zayed Road, Al Barsha I, Dubai, United Arab Emirates (November 3, 2019-Present)

- Give a warm welcome and check in guests taking into account of the established SOPs.
- Check out of departing guests in accordance with the established standards.
- Sell rooms to walk-in guests and be responsible for all pro-active and day-to-day facilities issues.
- Responsible for cash inventory and bills of exchange in foreign currencies for hotel guests in accordance with the credit policy.
- Demonstrate a complete understanding of the hotel policies, procedures, and service standards.
- Have full knowledge of the hotel facilities and happenings.
- Handle guest requests and queries appropriately.
- Giving handovers to the next shift by communicating verbally and on written process.
- Listen to guest complaints and concerns and resolve their issues in a timely manner.
- Responsible for a cash float throughout the shift and ensuring it balances correctly at the end of the shift.
- Responding to emails and managing phone calls in a professional manner.
- Making hotel reservations via email, phone and in person.
- Making group blocks for travel agents or corporate accounts.
- Sending booking confirmation letters to Guests/Clients.
- Generating invoices for Guests/Clients.

Guest Service Agent - Xclusive Hotel Apartments

Al Mankhool, Bur Dubai, Dubai, United Arab Emirates (Jan.2018-Feb.2019)

- Welcoming guests in a polite and friendly manner.
- Performs check-in quickly and efficiently according to hotel standards and special attention paid to Deluxe Rooms Guests, Regular Guests, and VIP Guests.
- Ensures that room billing method is completed as per hotel procedure.
- Answers Guest telephone queries and handling Guest mails.
- Show Rooms in a pleasant manner whenever required.
- Makes room bookings and amends reservations as required, assuring all reservations will be guaranteed and aware of the hotel availability.
- Performs procedure in regards to all arrivals such as blocked rooms, printing of registrations cards, preparing room keys, follow-up on arrival transportation requirements etc.
- Communicating with all departments regarding in house VIPs and any special requests or needs.
- Review accounts of the guests who checks out.
- Ensures that transportation for Departure guests will be on time if required.
- Deals with customer complaints or refer dissatisfied customers to the manager.
- Ensuring that PMS system, IDS system, and CID system is tallied.
- Administrative and clerical responsibilities.
- Performs Night Audit process.

Front Office Receptionist/Secretary - Kalinga Builders

Tabuk City, Kalinga, Philippines (2016-2017)

- Greet clients, visitors and guests as they enter the office.
- Answer the phone, take messages or refer calls to appropriate staff member.
- Maintain Calendar and Plan Meetings
- Open, review, sort and distribute the mail to the appropriate recipients.
- Maintain email lists, and distribute information to staff.
- Reviews outgoing correspondence for grammar, correctness and completeness, and insures that appropriate material is attached.
- Prepare memos or other reports for internal or external distribution.
- Implement and maintain filing systems, both electronic and paper.
- Tracks office supplies and orders replacements as required.
- Liaise between departments and provide clerical support.
- Performs administrative and clerical responsibilities.

EDUCATIONAL BACKGROUND

Tertiary:

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Cordillera A+ Computer Technology College
Tabuk City, Kalinga, Philippines
March 2017

Secondary:

Tabuk City National High School

Tabuk City, Kalinga, Philippines
April 2008

Vocational:

COMPUTER PROGRAMMING

Cordillera A+ Computer Technology College
Tabuk City, Kalinga, Philippines
March 2015

Elementary:

Lucban Elementary School

Baguio City, Philippines
April 2003

REFERENCES

*** to be provided upon request

Objective

“To obtain a career where I can maximize my skills & knowledge on the corporate world, in effort for quality with devotion, focus, positive approach, cheerful attitude & enthusiasm.”

About Me

Age: 29

Birthdate: **September 24, 1991**

Nationality: **Filipino**

Passport No: **P3777452A**

Skills

- Highly knowledgeable in Opera Hotel System
- Highly knowledgeable in Online Booking Extranets (Booking.com, Expedia, Agoda, etc.)
- Highly knowledgeable in CID, PMS & IDS Hotel Systems
- Excellent computer Skills
- Highly knowledgeable in Microsoft Office (Word, Excel, Powerpoint, Publisher, Access)
- Highly knowledgeable in using the Internet
- Basic knowledge in Adobe Photoshop
- With average typing speed
- Multi-tasking and dependable
- Fast learner and willing to be trained
- Can work under pressure
- Can work with minimum supervision
- Good listening skills
- Team player
- Hardworking
- Disciplined
- Possesses average verbal and written communication skills