



APRIL DE LEON LOCQUIAO

Applicant

CAREER OBJECTIVE

To be part of your growing company and to share and enhance my knowledge/skills. To seek a permanent employment in a company where I effectively contribute from my knowledge.

ACHIEVEMENTS

Excellence Award-NCII
(Contact Training Center)

Dean's Lister
(SY: 2018 Pamantasan ng Lungsod ng Marikina)
1st Runner Up in College of Hospitality in Tourism Management

SKILLS

- Good Communication Skills And Ability to communicate well
- Ability To Work Under Pressure
- Computer Literate
- Knowledge in Windows(Operating Sys)
- MS Office
- Accuracy and attention to details
- Customer Service Oriented
- Motivated and ability to take initiative in works
- Fast learner & great team player

CONTACT

- 📍 Dar Al Aman-11, Muraqqabat St., Deira Dubai, U.A.E
- 📞 +971 50 266 7196
- ✉️ aprilasher14@gmail.com

WORKING EXPERIENCE

Hostess

SHINE JUICE GARDEN L.L.C | MARCH 10, 2019 - JUNE 30, 2020
Dubai, United Arab Emirates

DUTIES AND RESPONSIBILITIES

- Greet and acknowledge guests and seat patrons by escorting them to assigned tables, or communicate delays and offer additional services such as beverages to keep them occupied while waiting.
- Present menus, create personal dining experience, answer questions, and offer information on menu items, beverages, and specials.
- Interfaced with customers to assess food needs, recommended dishes, and upsold beverages, appetizers, and desserts; answered questions about menu items and recipe ingredients.
- Accurately communicated patrons orders to kitchen staff and entered orders into POS systems to facilitate billing.
- Prepared tables for meals by setting up linens, silverware, and glassware, and by removing used or dirty dishes and glasses from tables and counters
- Followed up with diners throughout service to ensure food was prepared to their satisfaction and address additional requests or needs.

Guest Service Officer cum Receptionist

Makati Shangri-la Hotel | MARCH 03, 2018 - FEB. 14, 2019
Makati Ave. corner, Ayala Avenue, Metro Manila.

DUTIES AND RESPONSIBILITIES

- Welcome guests upon entrance and confirm reservations.
- Handle issuance of guest room key cards and ensure effective control for guest security.
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- Understand customer's needs and provide them with personalized solutions by suggesting activities and facilities provided by the hotels.
- Arrange events, excursions, transportation, etc. upon request from hotel residents.
- Answering guest queries, make reservations, take and distribute messages or mail
- Respond to complaints and find the appropriate solution.
- Prepare for daily VIPs arrivals in terms of room allocation, amenities and special requests of Guests.
- Register and process check in/out for all VIPs guests efficiently and professionally.
- Handles walk in counter reservations at all times and process calls in reservation when room reservations section is closed.
- Provide friendly and courteous service to guests and respond promptly to all requests and inquiries at all time.

PERSONAL DETAILS

Birthdate : April 14, 1995

Civil Status : Single

Nationality : Philippines

Religion : Christian

Visa Status : Cancelled Visa

EDUCATION BACKGROUND

Tertiary Level

BS Tourism Management

Pamantasan ng Lungsod ng Marikina

June 2014 – April 2018

CHARACTER REFERENCE

Ciara Lee G. Santos

Sun And Sand Sports LLC. (NIKE)

+971547851807

Rosemarie L. Montiza

+971521606809

Accountant

HOBBIES



Customer Service Representative

CONCENTRIX | April 6, 2016 - March 01, 2018

Eastwood, Quezon City, Philippines

DUTIES AND RESPONSIBILITIES

- Inbound and outbound sales representative;
- Attends and receives calls;
- Attends customer inquiries and placements of orders;
- Informs customers on new promotions and up selling/upgrades and updates customer's database and account information.
- Greets customer warmly and ascertain problem or reason for calling;
- Attends customers queries or resolve complaints
- Promote and offers various landline subscriptions and new products;
- Assists in updating customers database and account information & assists in placement of orders or cancellation of subscription;
- Reporting sales trend and up selling;
- Provides customers verification & Provides appointment setting for line installation & meeting sales target.

Administrative Staff

Corporate Communication | July 15, 2014 - Feb. 20, 2016

National Grid Corporation of the Philippines Manila, Philippines

DUTIES AND RESPONSIBILITIES

- Schedule and coordinate meetings, television and radio interviews, appointments and travel arrangements for Public Affairs Officers.
- Provided general administrative support including filing correspondence, ordering stationary.
- Set up the meeting room and conferences, booking courier and answering telephone calls.
- Photocopying, faxing and mail distribution.
- Operates office equipment and completes general office work.
- Maintains records of orders and inventory and follows up with procurement on shipment and delivery.
- Sorting and filling of all received documents from different regions.
- Maintain office supplies for department.