

**MICHELLE O. VILLAFLOR**

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| **OBJECTIVE** | EDUCATION |
| To work in a dynamic company that offers enormous opportunities for career advancement wherein I can contribute my skills in administrative works and customer service.  **EXPERIENCE** | **Centro Escolar University Manila, Phil.**  Collage Bachelor of Science in Medical Technology  KEYSKILLS   * Superior written and oral communication skills * Excellent ability with numbers and arithmetic * Ability to build strong working relationships, internally and externally * Ability to complete required reports and other documentation fully and accurately * Developed ability to work in a fast-paced atmosphere * Dedicated and customer focused. |
| **July 2002- Dec 2020**  **Waitress | T& C Grill Restaurant and Cafeteria**   * Providing excellent wait service to ensure satisfaction * Taking customer orders and delivering food and beverages * Making menu recommendations, answering questions and sharing additional information with restaurant patrons.   **June 2020**  **Sales Executive | RIS TECHNICAL SERVICES LLC.**  • Arranging sales visits with prospective clients • Giving product demonstrations • Maintaining proper sales and performance records • Participating in trade exhibitions, conferences, etc. • Negotiating sales contracts and designing packages • Achieving sales targets  **December 2017- March 2020**  **Bar Waitress |Dubai Grand Hotel By Fortune**   * Greeted customer’s promptly and courteously. * Received payments from customers. * Provided assistance to store clerk by attending to customer requests. * Prepared daily sales reports. * Conducted cash count before turn-over of cash register to next-in-line-shift. |

**September 2012- September 2016**

**Food Server/ Waitress |Hamad Medical Corporation**

**( Alkaram Services / Amwaj Catering Services)**

* Comply with the assigned ward schedule and report for duty on time.
* Check and perform the daily cleaning routine for crockery and cutlery.
* Be familiar with the daily food menu in order to comply the patient’s inquiries regarding the food to be served.
* Check daily the expiry date of patient’s food items stored in the pantry fridge before serving to the patient.
* Check and ensure that all nourishment for patients have been completely collected and properly served on time.

**January 2004- September 2007**

**Waitress |Holiday Beach Club Ajman, UAE**

* Serve food and alcoholic beverages to the guest.
* Set tables according to the type of events.
* Maintain the cleanliness of work and guest areas by cleaning all the beverages items for proper area.
* Welcome and acknowledge the guest according to the company standard.