

Contact

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Address
Enverga St. Brgy. Del Carmen Pagbilao, Quezon

Education

Manuel S. Enverga University Foundation
Red. V Site, Lucena City, Philipines
Bachelor of Science
Business in Administration
Marketing Management
A.Y. 2008 - 2012

Expertise

- Computer Literate (MS Office Programs and Excel)
- **Good Communication Skills** (English and Filipino)
- Strong Work Ethic Time
- Strong Work Ethic
- Time Management
- Self-Confident
- Handling Pressure
- Customer service skills Patience
- Effective communication
- Hotelogix PMS User

Language

- English
- Filipino

LARA MONICA L. ROPE

To obtain employment that will enable me to utilize and develop my skills and knowledge as well as gain experience of working as part of the company.

Experience

RECEPTIONIST
Residences Managed by Accor
FIFA World CupGlobal Sport Event 2022
October 30, 2022- December 31, 2022

- Ensures guest satisfaction by resolving and taking appropriate actions on all guests complaints and situation.
- Register and process check in and check out guests using Hotelogix System.
- Ensuring procedures for safety and security of guest's belongs are efficiently followed.
- Coordinate with housekeeping regarding the guest requests and availability of the room.

RECEPTIONIST / FRONT OFFICE
FAR EAST HOTEL MANAGEMENT CONSULTANCY INC.
Brgy. Bantigue Pagbilao, Quezon, Philippines
August 07, 2021- October 27, 2022

- Manage phone calls and correspondence (email, letters, packages, etc.)
- Providing back-office services support such as accounts payable, collections, payroll and time-keeping.
- Answer and direct phone calls in a polite and friendly manner.
- Welcome visitors in a warm and friendly manner, and answer any questions visitors have.
- Maintain reception area and all common areas in a clean and tidy manner at all times.
- Operate standard office equipment on a regular basis, including, a copy machine, a computer and scanner.
- Keep detailed and accurate records of visitor requests, guest for check in list and calls received.
- Receive deliveries; sort and distribute incoming mail.
- Take inventory of supplies and restock as needed.
- Maintain the general office filing system.
- Manage the luggage storage secure and safe.

Reference

Ms. Cheery Boncocan
Duty Manager FIFA World Cup
Global Sport Event 2022
Doha, Qatar

Ms. Chona Aureada
Front office Manager
FIFA World CupGlobal Sport
Event 2022
Doha, Qatar

BRANCH MANAGER / CASHIER
PALAWAN PAWNSHOP PERA PADALA
Puerto Princesa, Palawan, Philippines
April 08, 2013- October 15, 2018

- Ensures a safe, secure, and legal work environment. Develops personal growth opportunities.
- responsible for accurate cash transactions, including accounting of all services and encoding that into palawan computer system.
- Process sales transactions
- Calculate the cost of products or services
- Accept payments,send money claims and bills
- Calculate and return change when required by the payment method
- Accept international remittances.
- Maintain adequate change denominations in the cash drawer and request additional change
- Answer customer questions about products or services
- Reconcile cash drawers and sales receipts
- Work as a team to meet store sales goals
- Handle customers complaint
- Process layaways, returns and exchanges
- Maintain clean and tidy checkout area
- Assist in stocking and rotating merchandise
- Stay up to date on merchandise promotions, advertisements and product information
- Accomplish report with statement of account.
- accepting jewerly pawns
- Proper procedure to check the jewerly.

CASHIER CLERK
Toy Kingdom International Toy World Sm City Lucena
Lucena City, Philippines
July 21, 2012 – December 21, 2012

- Provides a positive customer experience with fair, friendly, and courteous service.
- Managing transactions with customers using cash registers
- Data entry, typing, cash receipting, case file indexing, multi-tasking, and an assortment of other tasks.
- Redeem stamps and coupons

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

LARA MONICA L. ROPE