

JENNIFER CHLOIE LOPEZ

E: jenniferchloielopez@yahoo.com

P: (+63) 956 693 9174

A: Pangasinan, Philippines

PROFESSIONAL SUMMARY

Dynamic and versatile employee with 3+ years of customer service experience, seeking for a new opportunity that will elaborate and utilize my knowledge and skills. Adept at balancing multiple tasks with positive and corteous demeanor and has a strong attention to details.

WORK HISTORY

Positeabo Café- Co-owner/Café Attendant

San Carlos City, Pangasinan • 01/2022 - Present

- Greet customers
- Managing transactions with customers such as taking orders, cross selling, introducing or suggesting other products
- Collecting payments both in cash and mobile payment/wallet
- Cash handling at the POS
- Prepare drinks and simple foods for the customers
- Wrap take-out foods
- Serve foods to the customer
- Formulation of new products
- Receive newly arrive stocks and store it properly
- Stock shelves and clean check-out counter area
- Bring out and prepares clean dishes and flatware
- Clear, clean and sanitize tables and chairs every after use
- Inventory management
- Issuing receipts, refund and loyalty cards
- Resolving guest complaints and handling feedbacks.
- Track transactions on balance sheets and create a report
- Handles employee salary and benefits
- Marketing and advertising
- Wash and sanitize dishes, flatware, kitchen work area, kitchen utensils and other cooking materials
- Operates café's appliances and equipment
- Wash, peel and cut ingredients
- Remove store's garbage and trash

Hiraya Wellness Resort and Ecopark- Front Desk Management in Trainee

Aguilar, Pangasinan • 01/2021 - 01/2022

- Perform Front Office fundamental duties such as greeting guests, check-ins/out, handling reservations, create walk-in reservations, cancellations, sending booking confirmations etc.,
- Manages room inventory
- Professionally and effectively resolve guest complaints and concerns
- Handling telephone calls
- Prepare work schedules to ensure that adequate staff are on duty
- Supervise employees with their daily duties and responsibilities
- Train employees
- Develop, implement, and evaluate standard operating procedures and policies of the department or establishment
- Participate and contribute ideas for the property's marketing strategy (Sales and Marketing Department)
- Prepares monthly sales report
- Performs night audit and check employee's shift close
- Conduct employee evaluation
- Handles property's events (creation of event's package)
- Negotiate with clients for the use of facilities for conventions, banquets, receptions, and other functions
- Creates and published room packages for individual/group check-ins.
- Communicate with other departments (F&B and Housekeeping) about daily events, issues, and status of our resort.

Kansas City Marriott Downtown- Front Desk Associate

Kansas City, Missouri, USA • 11/2018 - 11/2019

- Greet guests
- Effectively processing guest check ins and check outs with excellent level of customer service
- Maintain an inventory of vacancies, reservations, and room assignments
- Processing payments both cash and debit/credit cards
- Effectively resolving guest's complaints and giving them proper compensation with minimal superior's assistance.
- Processing credit card authorization form and making sure that it is properly file
- Handles reservation changes and cancellations
- Assigned as at-your-service agent that operates overall hotel inbound and outbound calls, includes answering guest inquiries and directing them to the right department
- Process walk-in reservations
- Perform night audit; proper posting of room rate charges and other miscellaneous charges to the reservation and making sure that all mistakes and mishaps are corrected for successful flipping of system's date for the next day.
- Providing guests information about places to visit and experience, restaurants to eat and try and/or promoting local tourism
- Performs clerical duties
- Prepares front office schedule

WORK EXPOSURES

Philippine Airport Ground Support Solution- Sky Aviation Learning Center- OJT Coordinator; Auditor

Pasay City, Philippines • 01/2018- 02/2018

- Handles all new on the job trainees, accompanying them to all the seminars and trainings they need to undergo.
- Accomplishing and releasing certificates for those trainees that successfully completed their training.
- Auditing OJTs requirements, making sure that they have all the documents needed before proceeding to their specific departments
- Handles all OJTs inquiries and issues and solving them in accordance with the company's rules and regulations.

2GO St. Augustine of Hippo (Ferry and Logistics Company) - Front Desk Associate

Coron, Palawan, Philippines • 05/2017

- Welcomes passenger while boarding the ship
- Operating telephone calls on board
- Offering passengers room upgrade
- Providing directions to the room, public rest room, restaurant
- Making public announcement on board

Hotel Le Duc-Front Desk Associate/Housekeeping Attendant

Dagupan City, Philippines • 04/2015-05/2015

- Processing guest check-in and check out
- Processing payments
- Making future reservations
- Handling telephone calls
- Clean public areas
- Sweep, mop and polish floors
- Change linens and make beds
- Clean and sanitize bathrooms
- Re-stock room amenities

EDUCATION

Lyceum Northwestern University
Pangasinan, Philippines
- 04/19/2018

Bachelor of Science: Travel Management

- Graduated **Cum Laude**
- Consistent Dean's List

SKILLS

- Exemplary Customer Service
- Communication Skills
- English Language Proficiency
- POS handling
- Word Processing
- Office Administration
- Auditing
- Computer Skills
- Teamwork
- Flexibility
- Time Management
- Multi-tasking
- Keen to details

CERTIFICATIONS

- Civil Service Certificate of Eligibility
- National Certificate II: Front Office Services
- Certificate of Exemplary Performance (PAGSS-SALCI)

PERSONAL DATA

- 24 years old
- Date of Birth: Sept. 18, 1998
- Single
- 5'3
- 51 kg
- Loves travelling and watching movies