Justine Magdales

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#08 Dona Rosario Street. Novaliches Proper,
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OBJECTIVE

To improve my career growth, skills, knowledge and at the same time, Fulfilling the core values of the company in achieving its vision and mission.

EDUCATION

Hospitality and Restaurant Services
October 2017 - March 2020
SYSTEMS TECHNOLOGY INSTITUTE • Metro Manila, Philippines

SKILLS

- Good Customer Service
- Housekeeping
- Food and Beverage Services
- Point of Sales (POS)
- Computers Literate
- Knowledge in Microsoft office
- Ability in multitasking and time management
- Task Prioritization
- Adaptability
- Positive Attitude
- Knowledge of English Language

WORK EXPERIENCE

Customer Service Agent

Cebu Pacific Air | Feb 2022 - Present

- Check-in counter agent
- Boarding gate agent
- Documents check both International and Domestic Flight, reservation checking from the system and issuing boarding pass.
- Boarding passengers to the aircraft.
- Deplaning passengers from the aircraft.
- Providing assistance to guests in any special need.
- Asking mandatory security questions to all passengers that check-in their luggage.
- Comply with Airlines standard safety performance.

Concierge

Hotel H2O | Nov 2019 - Feb 2020

- Greeting guests.
- Manage guests Complaints.
- Manage the luggage and deliveries.
- Taking Messages.
- Perform basic administrative and reception duties.
- Running errands to assist guests.
- Provide information and recommendations on hotel activities.

CERTIFICATES

Certificate of Completion

- Providing Housekeeping Services

Certificate of Completion

- Introduction of Food and Beverage

  Services

Certificate of Completion

- Fundamentals of Professional Cookery

Reference

★ Salivar Mendoza

Terminal Manager
1 aviation - Cebu Pacific Air
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