

MA. ANDREA LIEZEL MADRONIO

OBJECTIVE:

To associate with a firm that will utilize my full potential ability, talent, knowledge and training for continued growth and advancement.

CONTACT:

HOME:
Block 19 Casimiro Townhomes Las Pinas City, Philippines
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+639 274336474
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SKILLS:

- Good in written and oral communication in Filipino and English.
- Well versed in the Opera System.
- Computer literate; well versed in Microsoft Office.
- Knowledge in Basic Essential Food Safety and Effective Selling Techniques
- Problem solving and reasoning skills.
- Well-organized approach with the ability to multi task.
- Demonstrated ability to read and follow instructions.
- Can speak Basic Japanese and Spanish language

EDUCATION

Lyceum of the Philippines University
2008-2013
Bachelor of Science in Hotel and Restaurant Management
Major in Cruise line Operation
Intramuros, Manila, Philippines

San Isidro Catholic School
2004-2007
Secondary School
1830 Taft Avenue, Pasay, Metro Manila, Philippines

WORK EXPERIENCE

Swissotel Al Murooj Hotel and Suites – FRONT DESK AGENT
Dubai, United Arab Emirates
December 2019 to May 2020

Job Description, duties and responsibilities:

*Ensure optimal level of customer services for all guests and manage all communication with guests for check in and checkout process.
*Maintain neat and clean desk and lobby area at all times and greet all guests with courtesy.
*Administer and perform all cashier functions and perform efficient cash drawer and ensure accuracy in calculating all credit card payments.
*Analyze all hotel functions and maintain standards and recommend strategies to increase revenue for hotel.

Anantara Eastern Mangroves Hotel & Spa – FRONT OFFICE ASSOCIATE
Abu Dhabi, United Arab Emirates
February 2016 to November 2019

Job Description, duties and responsibilities:

*Administer all guest departure on everyday basis and ensure compliance to all established manual and computer procedures.
*Monitor all inquiries for reservation and manage all communication with clients for hotel rates and assist to increase revenue through occupancy.
*Develop and maintain effective professional relationship with all clients and provide assistance on phone and in person.
*Monitor all work of employees and ensure optimal performance of hotel departments and ensure compliance to all established standards.

PERSONAL BACKGROUND

Date of Birth: July 20, 1991
Place of Birth: Manila, Philippines
Age: 31 years old
Height: 5'4
Citizenship: Filipino
Language: English, Basic Spanish and Japanese.

TRAINING/SEMINARS

The Standard Call Sequence Training for Reservation
One to One Hotel and Resort
Al Ain, UAE
June 8, 2014

Essential Food Safety: A Guide for Food Handlers
One to One Hotel and Resort
Al Ain, UAE
August 11, 2014

The Basic Safety Onboard Ship
Lyceum of the Philippines University
Intramuros, Manila, Philippines
September 18, 2012

Safety of Life at Sea Training (SOLAS)
Magsaysay Training Center
Ermita, Manila, Philippines
April 3, 2013

Crowd Management, Passenger Safety and Safety Training for Personnel Providing Direct Services to Passengers in Passenger Spaces
Magsaysay Training Center
Ermita, Manila, Philippines
April 13 to 16, 2013

Basic Safety Course, Personal Survival Techniques, Fire Prevention and Fire Fighting, A Personal Safety & Social Responsibility, Elementary First Aid.
Magsaysay Training Center
Tanza, Cavite, Philippines
April 3 to 12, 2013

One to One Hotel and Resort – WAITRESS
Al Ain, United Arab Emirates
May 2014 to October 2015
Job Description, duties and responsibilities:

*Reporting to Head Waiter and Outlet Manager.
*Set up banquet rooms by ensuring that buffet tables and guest tables and chairs are properly dusted, cleaned and clothed.
*Assist in the setup of buffet table by ensuring that food items are properly placed and that any dish that has run out, is refilled promptly.
*Serve food and beverage items to guests on their tables and fulfil requests for additional servings.

Chili's Bar and Grill Powerplant Mall Rockwell – WAITRESS
Manila, Philippines
August 2013- January 2014
Job Description, duties and responsibilities:
*Reporting to the Head waiter and Duty Manager.
*Greet customers and offer specialty drinks and beverages.
*Presenting menus to customers and explaining menu items to customers.
*Up-selling and recommending additional food and beverages products to guest.

REFERENCES

Available upon request.