

**ALEJANDRO, AIRA JANINE M.** Address: 196 Evangelista St.  
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**CAREER OBJECTIVE:** To obtain a career in a well-established company where I can exercise my skills, knowledge and abilities use my experienced to help the industry meets its goals and purpose.

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### **Professional Experience**

#### **Hop Inn Hotel - Makati**

**Front Office Department October 11, 2021 – Present**

##### **Front Office Supervisor**

- Ensure outstanding customer at all times
- Supervise daily shifts process ensuring all team members adhere to standard operating procedures
- Train, direct the work of, resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation
- Adhere to company credit limit/floor limit policies
- Build strong relationships and liaise with all other department's especially housekeeping, engineering and security
- Cross check all billing instructions are correctly updated
- Controls cash transactions at the front desk
- Performs other duties as assigned, requested or deemed necessary by management
- Takes responsibility in the absence of the Hotel Manager

#### **Hop Inn Hotel - Makati**

**Front Office Department November 05, 2018 – October 10, 2021**

##### **Front Office Associate**

- Process check-ins and check-outs
- Check the availability of the room in case of walk in guest
- Coordinate room status and special request of the guest with the Housekeeping Department
- Night Auditor prepare room report, change rate for every room and double check for all the postings of the day.

##### **Cashiering**

- Prepare guest bills for the settlement
- Settle credit card terminal every shift
- Control safety deposit box for guest and shift money
- Balance cash and close the shift

##### **Telephone Operator**

- Answering all incoming calls
- Forward incoming calls to the desired extension
- Screening calls for in house guest
- Answer the inquiries about the hotel service and products
- Work as a communication hub during emergencies

**TRYP by Wyndham – Mall of Asia**

**Front Office Department May 23, 2017 – October 30, 2018**

**Front Office Associate**

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**Etihad Airways**

**Ninoy Aquino International Airport Terminal 1 – Pasay City**

**Customer Service Agent August 2016 – May 2017**

- Passengers reception at check-in desks
- Luggage and tickets check-in
- Delays and irregularities management
- Escort Service for unaccompanied minors

**Gulf Air**

**Ninoy Aquino International Airport Terminal 1 – Pasay City**

**Customer Service Agent September 2014 – May 2017**

- Passengers reception at check-in desks
- Luggage and tickets check-in
- Delays and irregularities management
- Escort Service for unaccompanied minors

**Education**

**Tertiary**

2010 – 2014

PATTS College of Aeronautics

Bachelor of Science in Tourism Management

**Personal Information**

Age: 28

Height: 5'4

Religion: Roman Catholic

Nationality: Filipino

Civil Status: Single

**References**

Name: Twinkle Dela Cruz  
Position: Hotel Manager  
Company: Red Planet - Aseana  
Contact #: 09173264834

Name: Rio De Villa  
Position: Hotel Manager  
Company: Hop Inn - Makati  
Contact #: 09778530926