**Juana Dela Cruz**

Contact Information [Address, Mobile Number, Email]

**SUMMARY**

A front desk officer with three years of experience in a boutique hotel in the Makati Central Business District. Delivered customer satisfaction through guest relations and processing reservations. Enthusiastic and skilled at handling queries and client requests. Looking to further my hospitality skills in a supervisor position through [name of company applying for].

**WORK EXPERIENCE**

*[Name of company]*, Philippines

Front Desk Officer, 2017 - 2020

*[Name of company]* is a boutique hotel that focuses on Filipino art, boasting of mini museums within its building. It was chosen as Trip Counselor’s Traveler’s Pick for 2019 and 2020.

* Provided customer service that guaranteed satisfaction
* Managed customer concerns and complaints
* Built excellent relations with guests. This was essential to our business which relied on returning customers.
* Maintained accurate records of billings and bookings
* Assigned as Booking Supervisor in second year of work, which entailed checking all room bookings made online and in person.

**EDUCATION**

Bachelor of Science in Hotel and Restaurant and Management

*[Name of University]*, 2013-2017

* A consistent officer of the HRM Society from 2014-2017
* Part of a team that won 1st place in the nationwide HRM Skills Competition in 2016