

# TERESA D. EVANGELISTA

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## OBJECTIVE

To find a fulfilling position where I can apply my skills and knowledge

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## EXPERIENCE

### PANORAMA HOTEL

**FRONT OFFICE SUPERVISOR: JANUARY – MARCH 2020**

### NEW VISION GROUP

**HR Assistant: Sept. 25, 2019 - Jan. 07, 2020**

- **Facilitating human resources processes**
- **Administering employee health and welfare plans**
- **Acting as a liaison between employees and insurance provider**
- **Resolving benefits-related problem**
- **Ensuring effective utilization of plans related to HR program**
- **Answering employee request and questions**
- **Assist with the recruitment process by identifying candidates, performing reference checks and issuing employee contracts**
- **Reconciling benefits statements**
- **Process payrolls and resolve any payroll errors**
- **Complete termination paper works and exit interview**
- **LMRA – applying of new employment visa, transferring, termination, cancelation**
- **GOSI**
- **E-visa**
- **Pre- employment health check-up appointment**
- **E-support**

### ROYAL PHOENICIA HOTEL

**Front Office Manager: April 2018 – April 2019**

**\*Promoted**

- Trains, cross –trains, and retrain all front office personnel.
- Participates in the selection of front office personnel.
- Schedules the front office staff.
- Supervises workload during shifts.
- Evaluates the job performance of each front office employee.
- Maintains working relationships and communicates with all departments.
- Maintains master key control.
- Verifies that accurate room status information is maintained and properly communicated.
- Resolves guest problems quickly, efficiently, and courteously.
- Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
- Reviews and completes credit limit report.
- Works within the allocated budget for the front office.
- Receives information from the previous shift manager and passes on pertinent details to the oncoming manager.
- Checks cashiers in and out and verifies banks and deposits at the end of each shift.
- Enforces all cash-handling, check-cashing, and credit policies.
- Conducts regularly scheduled meetings of front office personnel.
- Wears the proper uniform at all times. Requires all front office employees to wear proper uniforms at all times.
- Upholds the hotel's commitment to hospitality.
- Prepare performance reports related to front office.
- Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily.

- Monitor high balance guest and take appropriate action.
- Ensure implementation of all hotel policies and house rules.
- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
- Prepare revenue and occupancy forecasting.
- Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guest's managers and other employees.
- Monitor all V.I.P 's special guests and requests.
- Maintain required parts of all front office and stationary supplies.
- Review daily front office work and activity reports generated by Night Audit.
- Review Front office log book and Guest feedback forms on a daily basis.
- Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.
- Perform other duties as requested by management.

#### **ROYAL PHOENICIA HOTEL**

**Reservation Manager: November 2017 – April, 2018**

**\*Promoted**

- Having knowledge of entire Reservation Procedure according to system.
- Responsible for Hotel and Local Reservations and Reservation - Links
- Handling of correspondences, sorted - out letters, telexes, fax, cables which are checked already by Front Office Manager.
- Review reservation booked daily.
- Review arrival report daily.
- Responsible for preparation of occupancy forecast.
- Responsible for recording Company/Travel Agent Rates both in system and correspondence file.
- Liase with Sales Department in regards to occupancy, Rates Reservation's Analysis.
- Identify Top Producing Accounts ensure proper recognition by Reservation staff.
- Knowledgeable in hotel and guest room facilities/services and ensures reservations agents are equally knowledgeable.
- Responsible for various Production reports and supply to each department concerned.
- Ensure special handling of repeats guest and very VIP guest.
- Monitors and coordinates group reservations activity with the Sales Department and Revenue Manager
- Follows up tentative bookings and update reservation status
- Reviews no-show and cancelled reservations and processes charges according to hotel's policy
- Review room blocking for Long Stay. Suites and special group request.
- Maintain cordial relations with commercial clients.
- Bring to the attention Front Office Manager when the hotel availability status be changed and prepare for necessary action.
- Responsible for work schedule
- Responsible for maintaining a Neat and Orderly position at all times.
- In general, perform any other duties might requested by Front Office Manager or Room Division Manager.

#### **ROYAL PHOENICIA HOTEL, Bahrain**

**Front Office Agent: February 2017 – November, 2018**

#### **AL MUROOJ HOTEL, Bahrain**

**Front Office Agent: January 2015 – February, 2017**

- Dealing with bookings by phone, e-mail, letter, fax of face to face.
- Completing procedures when guest arrive and leave.
- Choosing rooms and handling out keys.
- Preparing bills and taking payments.
- Taking and passing on messages to guest dealing with special request from guest (like booking, theatertickets)
- Answering questions about what the hotel offers and the surrounding area.
- Dealing with complaints or problems.

#### **AL MUROOJ HOTEL, Bahrain**

**Waitress: January 11, 2013 – January, 2015**

- Provide the perfect service experience for every guest
- Ensure the guest feels important and welcome in the restaurant
- Adhere to timing standards for products and services
- Look for ways to consolidate service and increase table runs

- Present menu, answer questions and make suggestions regarding food and beverages
- Serve the guest in an accommodating manner
- Apply positive suggestive sales approach to guide guest
- Pre-bus tables; maintain table cleanliness, bus tables
- Looks for ways to avoid waste and limit cost
- Assist in keeping the restaurant clean and safe
- Deliver food and beverages to any table as needed
- Must follow cash handling policies and procedures
- Report to property on time and in proper uniform

**LIVE LIFE CONSTRUCTION: Pasig City, Philippines**  
**Secretary: January 2012 – September 2012**

- Handle work in a variety of other areas, such as employee relations, payroll and benefits.
- Sending emails to client and answering the phone

**A-C LASS ACADEMY: Pasig City, Philippines**  
**ESL Teacher/ Secretary: July 26 2010 – December, 2010**

**Secretary**

- Arranging the materials needed before the class of the owner of the company.
- Checking the schedule of the students and teachers.
- Keeping the files of the students and teachers.
- Checking the behavior of the students and teachers.
- Attending the applicant.
- Answering the telephone.
- Communicate to Filipino people like for the accounting, billing and some matters about the academy.
- You should know everything about the Academy; Schedule meetings. Prepare agenda, prepare minutes of the meeting - Keep in touch with clients or key customers.

**ESL Teacher**

- Teaching English to Korean's ages 3 years old and above.
- Prepare long-term teaching programs and daily lessons in accordance with the guidelines of the Academy.
- Provide activities and materials that engage and challenge the students intellectually.
- Understand and implement the use of information technology in lesson preparation and teaching.
- Shift between a formal and an informal method of teaching; debates, discussions, practical activities, experiments, projects and excursions.
- Plan, set and evaluate grade test, exams and assignments.
- Supervise student conduct during class, lunchtime and other breaks.
- Understand the diverse background students come from, their strength, weakness and areas of interest.
- Be honest in student appraisal, avoid favoritism.
- Enforce discipline by firmly setting class room rules. Resolve conflict among students by encouraging positive debate. Be ready to adjust teaching styles to meet individual needs of student

**RUSTAN's SHANGRI-LA MALL: Pasig City, Philippines**  
**Sales Associate for Imported Shoes and Bags: January 2012 – September, 2012**

- A sales associate need to be aware of the inventory that is available in the store.
- Associates need to be aware of the changes in price that are bound to occur from time to time.
- Handle work in a variety of other areas, such as employee relations, payroll and benefits.
- Ringing up sales at registers, bagging merchandise and participating in year-end inventory and cycle counts is also a part of their job.
- The effective discharge of duties of a retail sales associate requires the associate to have superior communication skills.
- The associate also needs to be able to communicate well with other associates.
- Customers should be greeted on entering a store so that they feel welcome to shop.

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## EDUCATION

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***Jose Rizal University 2006 - 2010***

Bachelor of Science in Nursing

***Rizal Technological University 2004 - 2005***

BSBA major in Management

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## AREAS OF EXPERTISE

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- Outstanding customer service management
  - Supervising and managing operations according to SOP and Company policy
  - Help to improve process – building a team-work
  - Excellent interpersonal communication skills
  - Complaint resolution
  - Create a positive work environment
  - Sales – Up and Cross
  - Timely manner targets
  - All administrative task
  - Computer Literate/ Technological Proficiency
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## PERSONAL INFORMATION

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Address: Khalaf Al Asfoor Avenue, Central Manama

Date of Birth: November 09, 1986

Place of Birth: Brgy. Pulong duhat, San Miguel, Bulacan, Philippines

Marital Status: Single

Nationality: Filipino

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## REFERENCES

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Available upon request

Sincerely,

*Teresa Evangelista*