**MICHELLE S. JAVIER**

Flat 11C Pearl 1 Bldg. 4124 Road 1173 Block 711

Tubli, Kingdom of Bahrain

Contact #: +97336443266

Email: mitchjavier1808@gmail.com

**CAREER OBJECTIVES:**

To work for a progressive organization in a highly motivating and challenging environment that provides the best opportunities to grow and utilize my potential to the fullest to achieve the organization’s goal while achieving my personal goals.

**WORKING EXPERIENCE:**

**Front Desk Agent**

Downtown Rotana

Kingdom of Bahrain

April 2019-June 2020

**Duties and Responsibilities:**

* Provide prompt, courteous and efficient service to all Guest, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure.
* Conduct in Room & Hotel familiarization and assist Guest in the Hotel activity enquiries/requests.
* Maintain an up to date knowledge of Hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to Guest queries.
* Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels.
* Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures.
* Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems (Opera).
* Maintain the privacy of all Guests by ensuring that no details of the Guests are disclosed.
* Demonstrate a complete understanding of the Hotel’s policies, procedures and service standards and have full knowledge of the Hotel facilities and happenings.
* Operate in safe and environmentally friendly way to protect guests’ and employees’ health and safety, as well as protect and conserve the environment.
* Comply with the hotel environmental, health safety policies and procedures

**Lobby Ambassador**

Downtown Rotana

Kingdom of Bahrain

April 2018- April 2019

**Duties and Responsibilities:**

* Offer consistently professional, friendly, warm and engaging service.
* Be available for Guests at all times as a point of contact.
* Actively represent all standards of the Arabian Cultural Connection program, and interact with guests using the coffee and dates station.
* Plays vital part in the Rotana Service Distinction program, by welcoming guests upon arrival to the hotel main door, escorting guests to check-in point, attending to Guests queue and bidding farewell to departing guests at the hotel main door.
* Extend personal service and attention to all Guests, with particular emphasis to Club Rotana Executive Lounge, VIP Guests, and Rotana Reward Guests.
* Proactively meet arriving guests at the main entrance and once they exit their transportation.
* Proactively offering all guests entering the lobby assistance.
* Seeks out revenue opportunities such as taking restaurant reservations, sales leads etc.
* Deal promptly, efficiently and pleasantly with any queries.

**Secretary cum Admin**

Al Ahmed Real Estate

Kingdom of Bahrain

March 2017-March 2018

**Duties and Responsibilities:**

* Promoting, Monitoring and Updating Property Ads in the paid and free advertising websites.
* Creating and maintaining filing system.
* Collecting data from the agents and encoding.
* Undertaking occasional Receptionist/Secretarial duties.
* Administrative support.
* Receiving Inquiries from Clients and Sales Consultants regarding the availability of Properties.

**Barista**

Caribou Coffee

Kingdom of Bahrain

Barista/Team Member

February 2015 – February 2017

**Duties and Responsibilities:**

* Preparing Food and Coffee Beverages/Drinks as per the guest wants.
* Handling Guest concern and complaints.
* Upselling our Food and Beverage Products in able to reach our monthly target sales.
* Monitoring Food and Wastage inventory on daily basis.
* Ensuring and Providing an excellent service in order to reach the guest satisfaction.
* Making a guest connection.
* Cashiering (PixelPoint)

**Sales Admin Staff/Cash Custodian, Corporate Sales Department.**

CLC Marketing Ventures Inc.

Quezon City, Philippines

May 2014 – October 2014

**Duties and Responsibilities:**

* Handling budgets/petty cash for Corporate Sales Department.
* Issuing allowances to the Installers, Sales Executives, Designers, Project Supervisor and other Corporate Staffs for specific projects.
* Monitoring budget request/cheques to Accounts.
* Processing Liquidation and Reimbursement.
* Monitoring Installers Installation,Work Orders, Pick Up Schedules and Overtime.
* Issuing Clients Project Certifications.
* Handling Telephone Calls and some Clients concern.
* Encoding

**June – December 2013**

Bureau of Internal Revenue

Quezon City, Philippines

On-the-Job Trainee, Internal Investigation Division

**Duties and Responsibilities:**

* Creating and maintaining filing system
* Administrative Support
* Encoding

**QUALIFICATIONS AND SKILLS:**

* + Proficient Computer Skills including Microsoft Office Applications, Adobe Photoshop (Basic), Opera PMS System and the Internet.
  + Resourceful, adaptable and a goal-oriented professional self-starter who is creative and can work independently or with a team.
  + Ability to work well under pressure in a fast-paced, deadline-driven environment.
  + Self-motivated to take ownership of multiple tasks and work with minimal supervision.
  + Has a good communication skill, both oral and written (English/Filipino)
  + Typing skills 35-40 wpm.

**EDUCATIONAL BACKGROUND:**

**College:**

            University of Caloocan City

Caloocan City, Philippines

**Course: Bachelor of Science in Business Administration**

**Major in Human Resource Development Management**

            S.Y 2010-2014

**Secondary:**

            Maligaya High School

            Novaliches, Quezon City

            S.Y 2006-2010

**PERSONAL DATA:**

Date of Birth:                           August 01, 1993

Gender:                                    Female

Civil Status:                             Single

Nationality:                              Filipino

Height:                                     5’7”

Dialect Spoken:                       Tagalog, English

**Character References:**

Mohamed Halawa

Assistant Director/Department Head of Front Office, Downtown Rotana Bahrain

+973 34001564

Megha Vinod

Human Resources Manager, Downtown Rotana Bahrain

+973 38765233

Rorie Yu

Multi-unit Manager, Caribou Coffee Bahrain

+973 66336499

Michelle S. Javier