# Curriculum Vitae

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|  | **Carlo Laurence Gallo**  Contact number: **+973 36425308**  Email address: [jencarloniko@gmail.com](mailto:jencarloniko@gmail.com)  Zallaq House  Bldg. 107, Rd. 4103, Blk. 941  **East Riffa, Bahrain** |

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| **work experience**  **AND**  **main duties & RESPONSIBILITIES** | **Sofitel Bahrain Zallaq Thalassa Sea & Spa**  Zallaq, Kingdom Of Bahrain  October 2013 – up to Present  **Concierge Agent**   * Develops a strong knowledge of the hotel’s information about attractions, facilities, services, and activities. * Assist guests with personal services and take or send parcel/packages from/by a courier for guest’s necessities. * Arrange or give advice on transportation and monitor guest requests from other internal department. * Provides guests with directions and information of local areas of interest and attractions in or outside the property. * Makes guest reservations for air or other forms of transportation when requested. Obtains necessary itinerary tickets. * Makes guest reservations for the restaurant and other forms of entertainment when requested. Obtains necessary tickets and provides directions in or outside the hotel. * Coordinates guest requests for special services or equipment with the appropriate department. * Arrange guest’s tour interest within Bahrain with special guide and transportation services.   **Bellman**   * Greet and guide arriving guests for check-in, proceed to escort to rooms and explain its features and amenities in a professional manner. * Provide guests with property directions and information on attractions of the hotel facilities and services. * Move luggage to and from the guest’s room and place properly to designated bell area or to their vehicle. * Assist with luggage storage and retrieval. * Assists guests/visitors in and out of the vehicles and to unload/loading their luggage. * Supply guests with directions and record advance transportation request as needed. * Handles appropriate deliveries to designated room requested by guest. * Perform multi-tasking job as required.   **\*\* SOFITEL ACHIEVEMENT\*\***   1. High score contributor for latest SOFITEL BRAND CORE LQA: **96.60%** 2. Accor Luxury: **98.70%** 3. Arrival: **100 %** 4. Check out: **100 %** 5. Highest score achieved for Bellboy / Concierge over all Sofitel properties Middle East Region : **96 %**   **Recreation / Fitness Center Attendant**  *December 2011 – October 2013*   * Stocks linen closets and supervises guest lockers. * Assists and guides guests to the necessary stations prior to any services scheduled. * Assists and guides guests around locker area and Thalassa Sea & Spa facility. * Ensures Beach Club locker areas are fully stocked with amenities, linens, beverages, and all accessories. * Maintains the cleanliness of the pool and the beach area. * Monitors presentation of “relaxation area” continuously. * Maintains complete knowledge of: * All hotel features / services, hours of operation * Kids, fitness, and recreation programs   **Subic Bay Yacht Club**  **Recreation Attendant**  July 2008 – November 2011  Olongapo City, Philippines  Gives precise information to the members and their guests inside the Club premises specially the Recreation area.   * Promotes the different facilities within the Recreational area such as SPA/Massage, Fitness center and Gym. * Coordinates with the members in regards with their physical fitness and their activities in the recreation center like swimming pool, basketball court, tennis court, billiard and bowling center. * Receives incoming calls of the visitors and provide information to their inquiries within the level of my authority and/or competence. * Handles and assists all the activities of the members with less pressure and provide a good service that we have.   **Freeport Service Corporation (Tourism Department)**  **Front Liner / Front Desk Reservation**  February 2007 – March 2008  Olongapo City, Philippines   * Welcomes the visitors by promoting and recommending the different facilities of the company for their activities. * Receives incoming and make outgoing calls. Provide information and answer to their inquiries within the level of my authority and/or competence. * Receives and checks the customer’s reservation for the housing unit they availed and refer them to Housekeeping. * Responsible for the check-in/check-out time of the customers and make sure that they are satisfied to the service of the company. * Performs multi-tasking duty assigned by the Supervisor.   **Tourist Guide** February 2006 – February 2007  Olongapo City, Philippines   * Welcomes the tourists arrival by giving them a welcome introduction of information’s that they were about to expect and first time to experience in the place. * Provides all the exact and precise information on what to see, and to know the important landmark from the locations. * Promotes the different facilities inside the Subic Bay Freeport Zone and gives ideas to the tourists regarding matters of their interests. * Coordinates and handles tours from the different Tour Agencies involving educational and private tours. |
| **EDUCATIONAL BACKGROUND** | **Bachelor of Science in Air Transportation**  PATTS College Of Aeronautics  2000-2005 |
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| **SKILLS AND QUALIFICATION**    **personal information**    **REFERENCES** | 1. Recognized for handling stressful situations with a calm demeanor and pleasant manner 2. Excellent communication and interpersonal skills with a highly trained customer service oriented. 3. Expert multitasked, handling travel arrangements, reservations, and guest accommodations efficiently 4. Capable of gathering information about community amenities and recreational activities 5. Adept at meeting deadlines and satisfying client requests promptly 6. Known for maintaining discretion and professionalism 7. Familiar with software, computer systems(Microsoft Offices) and full knowledge in OPERA System, and internet searches   Nationality: Filipino  Birthdate: July 4, 1983  Height: 5’11”  Weight: 160 lbs.  Languages spoken: Filipino - English(Excellent) – Arabic(Basic)  Passport No.: EC3971072  Mr. Adil Amarir  Chief Concierge  Sofitel Bahrain Thalassa Sea & Spa  Contact#: +973 39993761  Ms. Faduoa Benhamida  Guest Relation Manager  Sofitel Bahrain Thalassa Sea and Spa  Contact#: +973 39072241  Mr. Dino Pilapil  Human Resource Administration  Farmoint Fujairah Resort Hotel  Contact#: +971 525946711 |