## ADORAFREA CO BABASA

**Email Address:** adorafreababasa@gmail.com

Mobile no: (+971)501095623

**Objective**

An enthusiastic*,* hardworkingand committed receptionist seeking a position in a company to bring professionalism in their front line. Proven efficiency in operating a multi-line telephone system, providing clerical support, using my excellent written and verbal communication skills and dealing capably with customers and queries. Detail-orientated and highly organized with a desire to meet and exceed visitor expectations.

**Professional Experience**

Address Boulevard Dubai Jul 17, 2016 up to present

Dubai-UAE Pre-Opening Team

**Spa Receptionist (The Spa at Address Boulevard Dubai)**

The Address Downtown Dubai Jun 29, 2014 – Jul 16, 2016

Dubai-UAE

**Spa Receptionist (The Spa at Address Downtown Dubai)**

Westin Abu Dhabi Golf and Resorts & Spa Jan 10, 2013- Jun 15, 2014

Abu Dhabi-UAE

**Receptionist/Hostess cum Cashier (Fairways Restaurant)**

Meydan Golf Club House May 9, 2012-Dec 26, 2012

Dubai-UAE

**Receptionist/Hostess (Track Restaurant & Qube Sports Bar)**

One and Only Royal Mirage Jun 2009- May 2012

Dubai - UAE

**Receptionist/Hostess (Beach Bar & Grill)**

One and Only Royal Mirage Feb 2007- Jun 2009

Dubai - UAE

**Waitress (Samovar Lounge)**

Sakae Sushi Feb 2005 - Feb 2006

Singapore

**Waitress**

**Responsibilities**

* Highly skilled in welcoming, greeting and assisting guest.
* Demonstrated ability to deal effectively with phone by providing a basic and accurate information in-person and via phone and email.
* Receiving and sorting email inquiries.
* Able to maintain and ensure the Reception Area is tidy and presentable, with all necessary stationery and material (e.g. Menus, Pens, Brochures, A4 Paper, clean Invoice folder etc.), equipment, furniture and lightning.
* Perform other general administrative and clerical duties such as filing, photocopying and Scanning documents.
* Proven record of answering / forwarding calls, taking messages and ensures that callers reach appropriate person or forwards to complaint department.
* Performs inputting, updating and accuracy information on a computerized database of the guest detail.
* Monitoring any guest who’s using facilities.
* Responsible for opening and closing the Spa as per standard operating procedures.
* Perform responsibilities of providing detail descriptions of Spa Packages, Treatment, Discounts, Services, Promotions and features of facilities.
* Responsible for processing transactions for all payment such as Gym and Spa Membership fees while maintaining Cash Float and Cash Sales properly on a daily basis.
* Responsible in month-end report to be submitted to the Manager.
* Responsible for spa products, retail and stationery office supplies and keep monthly inventory of stock.
* Maintain the general filing system and file all correspondence of the guest.
* Can do a minute meeting in Outlet Staff Communication meeting during in my F&B tenure.
* Checking all guest transaction bills.

**Achievement**

* Awarded as an Employee of the year 2010- One & Only Royal Mirage
* Nominated as a Designer of the year 2017 for Outstanding Performance- Address Boulevard Hotel
* Got a 100% Score in Mystery Shopper November 2017- Address Boulevard Hotel
* Receive a kudos card for Top Retail Receptionist (September and November 2015)- Address Downtown Dubai
* Receive a certificate for Top Retail Receptionist (October 2017)- Address Boulevard Hotel

**Education**

* **Tertiary:** Bachelor of Science in Hotel and Restaurant Management

San Pedro College of Business Administration

Brgy. Nueva Hi- way San Pedro, Laguna 4023

April 22, 2006

* **Secondary:** Liceo de San Pedro

Luna St., San Pedro, Laguna 4023

March 28, 2001

* **Primary:** Sister’s of Mary Immaculate School

Fr. Masi St., Holiday Hills San Pedro, Laguna 4023

March 22, 1997

**TraininG certificates attended**

* Safea Fire Safety Consultancy

Dubai UAE

March 29, 2015

**Level 1- Basic Fire Safety**

* Eton Institute

The Address Downtown Dubai

December 2014

**Arabic Conversation Starter Course**

* NADIA Training Institute

Al Moosa Tower 2, 23rd flr. Sheik Zayed Road, Dubai UAE

October 3- 31, 2012

**Secretarial Skills for Executive Secretaries with MS WORD, MS EXCEL AND MS POWERPOINT**

**Training Course**

* Citadel Inn Management Corporation

5007 P.Burgos St., Bel-Air, Makati City Philippines

April 5-30, 2004

**Administrative Assistant (Accounting Department)**

* WG&A Superferry 15 and Sulpicio Cruise Line (Manila via Davao)

12F, Times Plaza Office Tower, corner UN & Taft Ave., Ermita, Manila Philippines

February 8-15, 2003

**Waitress/Receptionist**

June 29, 2012- PILLSBURY Basic Food Hygiene Training Course at Meydan Hotel

March 19, 2007- JOHNSON DIVERSEY Basic Food Hygiene Awareness at O&O Royal Mirage

August 11, 2001- Reservation and Ticketing for Travel Air

**Languages**

Fluent in Tagalog (Mother Tongue) Fluent in English (Reading, Writing and Verbal)

**Skills**

Skilled in MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Publisher, Internet Explorer, Micros, Respak, CRM and

Spa Soft

Possesses virtue of responsibility, diligence, and conscientiousness

Eager to learn and willing to undergo necessary training

Works with high sense of commitment, loyalty, punctuality and integrity

Handle multiple task and works well under pressure.

**Personal Information**

Date of birth : August 12, 1983

Gender : Female

Marital Status : Single

Nationality : Filipino

Visa Status : Employment

Religion : Roman Catholic

Address : Building 246, Street 13, Discovery Garden, Dubai, UAE

**Reference**

* Ms. Deborah Molloy

Address Boulevard

Spa Manager

052-3879906

* Ms. Nadia Croome

Versace, Dubai

Spa Director

052-8953229

* Mr. Erick Alberto Raygoza

ETIHAD Airlines

F&B Manager on board

056-1856996

I hereby certify that the above information are true and correct to the best of my knowledge.

Ms. Adorafrea Co Babasa