

Genesis Novelle Guevarra Inal

First class lounge and cruise ship restaurant hostess



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Arayat, Pampanga, Philippines

PROFILE

- 15 years of exposure in customer service and hospitality field
- Hostess for 6 years among VIP lounges and restaurants both on land-based and the cruise industry
- Propelled to boost ratings for guest satisfaction, Net Promoter Score and revenue targets coordinating with the management and the entire team
- Fostered genuine rapport with customers for acquisitions, growth, and retention
- Customized tactical seating plans and reservation bookings to help strengthen a well-nurtured relationship with the guests while keeping a favorable working atmosphere for the team
- Executed supervisory roles for the business operation
- Consistent recipient of awards and commendations from clients, colleagues and the company

CORE COMPETENCIES

- Superb customer service
- Personable communication prowess
- Adaptability and resilience
- Conflict management skills
- Empowered leadership and team collaboration
- Intra/ interpersonal skills
- Reliable organizational ability
- Computer literate, acquainted with Fidelio and X-Dining reservation tool

EXPERIENCE

Host/ Supervisor

November 2018 – August 2023

Holland America Line

Seattle, Washington, USA

- Attain positive initial impression through greetings, while welcoming , seating and bidding farewell to the guests
- Courteously handle inquiries over the phone or in-person , book reservations, provide necessary assistance and set proper expectations if there's a waiting time
- Sustain balance in the dining occupancy and staff workload allocation
- Perform delegated duties including supervision when required for the business operation
- Instill motivation among colleagues particularly during challenging situations and conducting performance appraisal
- Convey guest feedback to the higher management and participate in the exchange of ideas and suggestions

F&B Attendant / Hostess

March 2016- March 2018

Emirates Flight Catering

Dubai, UAE Dubai Airport Lounge

- Cater to thousands of passengers with various nationalities all over the world in the airport's fast-paced terminals
- Warmly receive arriving guests, check on their seating preferences and present a glimpse of available items offered in the menu being appointed as the lounge hostess
- To deliver an utmost experience to the passengers of our client, Emirates Airlines, is the goal we strive to achieve in our everyday operations.

Supervisor/Operations Assistant

May 2014 – May 2015

Darseen Café Spice of Life

Bahrain National Museum

- Led and worked with the team to enhance the service quality and efficiency in every business transaction
- Conduct daily briefings, designate duties , prepare work schedules and handle guest's complaints
- Taking orders and assisting our guests, especially during peak hours to keep up with a smooth flow
- Implemented par level system to keep track of inventory and costs

ACADEMIC BACKGROUND

- **Tertiary:** 2002-2004

Holy Angel University

Angeles City, Pampanga

Bachelor of Arts Major in English

(DEAN's LISTER, scholar)

- **Secondary:** 1998- 2002

Holy Angel University

Angeles City, Pampanga

Graduated with Honors (Scholar)

- **Primary:** 1992- 1998

Camba Elementary School

Camba, Arayat, Pampanga

Consistent top student

EXPERIENCE

Barmaid/ Waitress

Bex Café / Caravella Portuguese

Macau SAR

May 2006- October 2006

- Attend to the guests for their food and beverage needs.

Office Secretary

D.D. Sasson Insurance Company

Pampanga, Philippines

November 2003- March 2004

- Assist clients with their queries pertaining to the insurance term/contract that they would avail

Private Tutor in All Learning Areas
Among Filipino, Korean, Japanese
and Korean students (2003-2011)

EXPERIENCE

Food Attendant

April 2013- May 2014

Jasmi's Corporation

The Noodle House Bahrain

- Shifting duties being a host, a cashier, barmaid or a waitress
- Inventory of stocks done weekly or monthly.

Customer Service Rep

August 2012-April 2013

Sutherland Global Services

Taguig City, Philippines

- Receives inbound calls, answer queries of clients, upsell and achieve set standards for key metric performance imperative from the company

Technical Service Rep

May 2011- March 2012

Aditya Birla Minacs

Makati City, Philippines

- Receives inbound calls, answer queries of clients, provide support, upsell and achieve set standards for key metric performance imperative from the company

Casino/Mini Bar/Lounge Bar

August 2007-March 2011

The Venetian Macau Resort Hotel

The Cotai Strip, Taipa, Macau SAR

- Casino Attendant: Attend to the needs for food and beverages in the casino area. Delegate working stations and schedules to colleagues as the shift team leader.
- Lounge Bar: Personally takes care of the VIP guests visiting the hotel's lounge bar.
- Mini Bar Attendant: Replenish mini bars in the hotel suites for in-house guests.

Waitress

February 2006- January 2010

Camoës Portuguese Restaurant

Macau SAR

- Attend to the guests for their food and beverage needs.
- Take ownership to enhance the dining experience for the guests