

**MARIA BEATA C. FLORES**

404 Tanguile Street, Cembo  
Makati, Metro Manila Philippines 1214  
+63 927 674 1944

[floresmariabeata@gmail.com](mailto:floresmariabeata@gmail.com)

Date of birth: March 31, 1999

Nationality: Filipino



---

**CAREER OBJECTIVE**

Dynamic guest service provider seeks new challenges and opportunities for professional growth and advancement. Brings knowledge of hospitality/travel industry and willingness to work a flexible schedule.

---

**CORE STRENGTHS**

- Effective communication skills and good listening skills
- Courteous demeanor
- High customer service standards
- Supervisory Skills
- Energetic work attitude
- Skilled multi-tasker
- OPERA Express Hotel system
- Maintaining Standard Grooming
- Perform under pressure

---

**EMPLOYMENT HISTORY/OJT**

**July 2023- September 2024**

**Makati Diamond Residences  
Senior Front Desk Associate**

- Acts as Officer-in-Charge and performs Supervisor Tasks
- Arranged staff roster
- Perform all check-in and check-out tasks
- Inform customers about payment methods and verify their credit card data
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate

**February 2020- June 2023**

**Seda Hotels BGC**

**Front Desk/Guest Service Associate**

- Check in and check out guests
- Attending to guests' requests/needs
- Greeting guests at the front desk and answering any questions
- Answering phone calls from guests and followed by directing to other department depending on their requests
- 

**September 2020- September 2021**

**ESL Online Teacher (Part-time)**

**Acadsoc – Widetech Corporation**

- Preparing lesson plans in accordance with students' learning needs.
- Designing and presenting educational material.
- Tailoring lessons to accommodate differences in learning style and speed.
- Evaluating students' progress.
- Preparing and disseminating progress reports at regular intervals.
- Remaining knowledgeable about and respectful of cultural differences within the classroom.

**January 2019-February 2019**

**International Relations Department**

**City Government of Makati**

**On-the-Job Trainee**

- Received documents from different department
- Follow-up phone calls to different government officials
- Wrote and sent letter to embassies
- Made script for high profile person
- Made a PowerPoint Presentation

**March 2018- June 2018**

**Hyatt Place Dewey Beach**

**Delaware, USA**

**Hotel Associate/ Work and Travel Program**

- Front Desk Attendee- followed all the SOPs in front desk management. Assisted the guests during their check-ins and check-outs.
- Housekeeper- Gave the hotel a nice aura and ambiance, and made sure that the hotel has pleasant surroundings.
- Breakfast Attendant- Assisted the guest in the buffet area and made sure that they had the best dining experience.

## SEMINARS AND TRAINING

- Occupational Safety and Health Seminar and Training (February 2020)
- 15-Day Flight Attendant Training (PTC Mil-Com) 2019
  1. CPR/First Aid Training
  2. Firefighting Training
  3. Water Survival

## CERTIFICATIONS

- IELTS – Overall Score 7.0

## AWARDS

- 2024 1<sup>st</sup> and 2<sup>nd</sup> Quarter Emerald Awardee – Makati Diamond Residences
- 2023 3<sup>rd</sup> Quarter Silk Awardee (Seda BGC)

## ACHIEVEMENTS

- 2<sup>nd</sup> Placer- Oral Presentation of Research Paper Annual Research Forum CEU-Makati 2019
- Representative of Tourism department for the Annual Research Forum 2019- CEU Makati
- Best Research Paper in Tourism Department 2019
- 2<sup>nd</sup> place poster making, SCA Day at CEU Makati March 2017
- Dean's lister 1<sup>st</sup> year college 2015-2016
- 95<sup>th</sup>ile in Centro Escolar University Entrance Examination 2015
- Ms. Paladian Personality 2014 Title Holder (Traditional Interschool Beauty Pageant)

## EDUCATIONAL ATTAINMENT

Tertiary Education: 2015-2019	Centro Escolar University- Makati Legaspi Village, Makati City Bachelor of Science in Tourism Management
Secondary Education: 2011-2015	Luis Palad National High School Ipilan, Tayabas City, Quezon Province
Primary Education: 2005 – 2011	Tayabas West Central School 1 Brgy. Angustias Zone 2, Tayabas City, Quezon Prov.

---

## CHARACTER REFERENCES

### Charmaine Celdran

Shangri-la, The Fort - Director of Rooms  
+63 917 557 0830

### Jasmine Habulan

Seda Hotels BGC - Account Manager  
+63 955 907 3432

### Kevin Ces Legaspi

Makati Diamond Residences - Account  
Executive  
+63 917 857 091