

STEPHANIE ALFECHÉ

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CAGAYAN DE ORO, PH 9000

WORK EXPERIENCE

APPLE
TREE
RESORT
AND
HOTEL
2023

FRONT OFFICE ASSOCIATE

- Taking calls and transferring them to the appropriate departments
- Greet and assist customers and clients in a professional and courteous manner
- Basic calendar management: room and booking management on the calendar
- Verifying events, meetings, and bookings
- Manage front desk operations such as answering calls, responding to emails, and handling/addressing inquiries and requests
- Database/CRM management and electronic filing of documents
- Providing basic administrative tasks such as data entry, scanning, photocopying, filing, receiving shipments/deliveries
- Performing entry-level accounting such as collecting payments via cash and check, issuing receipts, balancing cash at the beginning and end of work shifts, counting money, using a computerized cashiering system, and preparing cashier's report
- Served as a communication liaison between employees, departments, and management and ensures efficient communication flow within the office
- Acts as the first point of contact for internal or external communication or queries to the general manager of the hotel
- Handling booking reservations from online travel agencies (Agoda and Expedia)
- Responsible for input and veracity of records for smooth operation and maintaining efficiency in client interactions
- Maintains and upholds confidential and sensitive information
- Collaborate with administrative staff to support various work and function
- Ad hoc tasks from the manager

EDUCATION

LICEO DE
CAGAYAN
UNIVERSITY
2018-2023

BACHELOR OF ARTS IN INTERNATIONAL STUDIES

SKILLS

PERSONAL

- Adaptability
- Positive Attitude
- Resourceful
- Cultural Awareness
- Conflict Resolution
- Interpersonal Skill
- Detail-Oriented
- Organization
- Assertive
- Proactive

PROFESSIONAL

- Communication
- Empathy and patience
- Product knowledge
- Problem-solving
- Time management
- Technical proficiency
- Collaboration

REFERENCES

JORGE EVA BACABIS
*Psychometrician, Mental Health
and Resilience Center*
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