



PROFILE

Address:

**B Block Al Sheba Building, Dubai
Internet City, Dubai, UAE**

Age:

27 years old

Birthdate:

October 23, 1992

Civil Status:

Single

Height:

171 cm

Visa Status:

Valid Employment Visa

CONTACT

Phone:

052-753-3245

Email:

Charmaine_joy14@yahoo.com

OBJECTIVE

With 6 years of experience in hospitality industry, I am seeking for a challenging opportunities to build a career in a leading company, having committed and dedicated people whom I will work with all my potential and to where I can fully enhance and use my skills for the success of the organization.

CHARMAINE JOY HAYAG

EDUCATION

Bachelor of Science in Tourism Management

VMA Global College

June 2008 – March 2012

WORK EXPERIENCE

Cluster Accounts Receivable

Hilton Al Habtoor, Dubai, UAE

January 2020 – May 2020

Duties and Responsibilities:

- Gathering and verifying invoices for appropriate documentation prior to payment
- Ensuring timely dispatch of verified invoices
- Verifying reconciliations
- Maintaining accounts receivable files and records

General Cashier and Accounts Receivable

Cosmopolitan Hotel, Dubai, UAE

January 2015 – December 2019

Duties and Responsibilities:

- Daily collection of cashier envelopes from Front Office and other hotel outlets
- Daily bank transactions
- Daily reconciliation of hotel petty cash
- Verifying all expenses, reimbursements and due backs against receipts and reports
- Issuing and maintaining the files for all cashier contracts
- Monitoring and updating exchange rates in opera
- Posting cash, cheques and credit card payments from the customers and updating the aging report
- Gathering and verifying invoices for appropriate documentation prior to payment
- Ensuring timely dispatch of verified invoices
- Preparing daily general cashier report

- Maintaining accounts receivable files and records
- Preparing monthly bank and credit card reconciliation report
- Following up payments to travel agencies and corporate companies
- Verifying and checking credit facility application
- Calculating travel agencies commission as per the signed agreement
- Reporting to Financial Controller

Reliever of Income Auditor and Night Auditor

Cosmopolitan Hotel, Dubai, UAE

September 2018 – December 2019

Duties and Responsibilities:

- Payments reconciliation against opera postings
- Auditing all payment postings from Front office and other outlets
- Auditing Micros postings from the outlets
- Auditing General Cashier Report
- Spot Checking all hotel cash funds
- Preparing Daily Revenue Report
- Transferring and posting files from opera to Sun System
- Auditing daily low rates and contract rates applied to each booking
- Tallying Tourism dirham report against opera postings
- Preparing monthly statistics report

Reservations Agent

City Garden Hotel Makati, Philippines

March 2013 – January 2015

Duties and Responsibilities:

- Answering phone calls and guest emails
- Accurately inputting guest and booking details in opera
- Making sure that rates are updated in opera and extranets
- Monitoring amendments, cancellations, no shows, overbookings and fully book situations and reporting to Reservations Manager
- Pre-payment charging to ensure reservations are secured through credit card payments
- Coordinating and ensuring with housekeeping, f&b outlets, sales and front office are fully aware of guest request and special attentions
- Preparing daily average rate report
- Proper filing of current and future reservations files

Front Office Agent
Grand Vista Resort and Spa, Philippines
June 2012 – December 2012

Duties and Responsibilities:

- Answering phone and emails inquiries
- Welcoming guest and performing swift and smooth check in process
- Preparing and arranging receipts prior to guests check outs
- Ensuring and allocating rooms as per the guest requests
- Communicating special guests attentions and occasions to other departments
- Proper handling of cash, credit cards and city ledger payments

Hostess and Waitress
Practicum Training (450 hours)
RIMA Italian Fine Dining Restaurant
Shangri-la Boracay Resort and Spa, Philippines
February – March 2012

Duties and Responsibilities:

- Welcoming guests in warm friendly manner and escorting them to their tables
- Ensuring that all special attentions and guest requests are disseminated to all team members including the proper communication to the kitchen department
- Arranging and taking phone reservations
- Ensuring and effectively controlling guest flow in the restaurant
- Posting and preparing guest bills accurately
- Arranging table set ups prior to restaurant opening
- Accurately taking orders and serving foods and drinks up to the utmost standards of the company
- Carrying and performing safest table dish outs
- Upselling desserts and drinks in order to increase revenues

CHARACTER REFERENCES

Ms. Liliya Miftahova
Cluster Credit Manager
Hilton Al Habtoor Dubai, UAE

Ms. Rita Yazeck
Financial Controller
Cosmopolitan Hotel Dubai, UAE

Mr. Mohammed Hussein
Operations Manager
Ramada Hotel, Dubai, UAE

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

Charmaine Joy Hayag
Applicant