

DIGNA MORA SALENGA

Al Rigga, Deira, Dubai, United Arab Emirates

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Visa Status: Family/Husband Visa



SUMMARY OF QUALIFICATION:

Strong interpersonal, customer service and communication skills, with vast knowledge in hotel room reservations and other administrative tasks. With a genuine passion for achieving goals for self and others. Proven ability of taking initiative in completing the duties and meeting the deadlines with exceptional professionalism and detail. Proficient in Microsoft Office suite.

WORK EXPERIENCE:

ADMIN EXECUTIVE cum Accounts Assistant (Temporary)

24 November 2020– 31 December 2020

Trriple Payments LLC, Dubai, United Arab Emirates

- ❖ Handling calls, printing, scanning and filing of documents, answering e-mails, staff onboarding, coordinating with the PRO regarding employment visa arrangement for new employee. Check office and pantry supplies inventory, order supplies if necessary. Handling petty cash fund and prepare petty cash replenishment report.
- ❖ Prepare cheque/cash payment voucher, make sure that all required invoices are attached and acquire signatures from the Board of Directors. Make bank deposits if required.

RESERVATION SUPERVISOR cum SALES COORDINATOR

October 01, 2008 – 31 May 2020

RESERVATION AGENT cum ADMIN ASSISTANT

January 01, 2002 – 30 September 2008

Riviera Hotel, Dubai, United Arab Emirates

- ❖ **Reservation Supervisor** - Maximizing the occupancy and achieve the highest average room rate. Update the hotel descriptions, room types and room rates on all Online Travel Agents (OTA), i.e., Booking.com, Agoda, Expedia and the likes. Send rate quotations and booking confirmations along with the terms and conditions with regards to payment and credit facilities. Handles Restaurant group and individual meal and meeting room bookings and properly coordinate all the details and special request to F&B Manager and Executive Chef. Communicate with the hotel guests to ensure efficiency of service, taking notes on the complaints and do the necessary action. Prepare invoices for bookings that require payment on arrival. Assist guests in arranging entry visa (tourist). Train the new staff to successfully perform all reservations tasks and procedures.
- ❖ **Sales Coordinator/Admin Assistant** - Prepare and send room rate contracts to corporate companies and travel agencies. Compile and organize all office documents for quick and easy references. Assist the General Manager and Sales Manager in arranging appointments for sales calls and other meetings. Manage airline bookings for guests and staff. Book and coordinate courier services for guests and staff.
- ❖ Reports directly to the General Manager, Sales Manager and Accounts Manager.

FRONT OFFICE RECEPTIONIST

December 01, 2000 – December 31, 2001

Riviera Hotel, Dubai, United Arab Emirates

- ❖ **Receptionist Role** - Assist guests for the check-in and check-out. Attend to all queries, complaints and requests. Act as a telephone operator and connect all calls to concerned guests and staff. Take messages and arrange wake-up calls for all the guests.
- ❖ Blocked rooms for incoming guests and comply with all special amenities required/requested by the guests. Ensure that the Night Audit reports are all correct.
- ❖ **Cashiering Role** – Prepare invoices or hotel bills and receive payments from the guests and money exchange. Make sure that all the cash /credit card reports are all correct.
- ❖ **Business Center Secretary** - assists guests in using the computer, scan and print required documents.
- ❖ Reports directly to the Front Office Manager.

FRONT OFFICE SUPERVISOR

March 15, 1999 to November 21, 2000

Legend International Resorts Ltd., Subic Bay Freeport Zone, Philippines

- ❖ Check the guests' arrival and departure. Attend to guests' queries, complaints and requests. Monitor the cash report and remittances to be submitted to the head cashier. Monitor the staff schedule. Train new staff to Front

Office policies and procedures. Handles the billing arrangement of the group and check all bills according to their contract.

- ❖ Reports directly to the Front Office Manager.

FRONT OFFICE ASSISTANT

February 16, 1997 to March 14, 1999

Legend International Resort Ltd., Subic Bay Freeport Zone, Philippines

- ❖ Check- in and check-out of guests. Attend to guests' queries, complaints and requests. Received telephone calls and connect to the appropriate extensions. Prepare the arrival and departure reports of the day, complying with the special arrangement for each guest/group, i.e., room amenities, special requests, billing arrangement. Properly coordinates with other departments in any special requirements of the guests.
- ❖ Sells, register and assign rooms to incoming guests. Ensure that all information are properly filled up in the registration card and in front office system. Ensures tight key control (verifying guest name before the issuance of the key) for guests' security.
- ❖ **Cashiering Function:** Maintain cash float accurately, ensures accuracy and completeness of all financial transaction such as cash, traveler's cheques, credit card transactions, official receipts and direct billing accounts. Posting of all receipts. Make sure that all supporting documents are properly turned over to finance department.

TELEPHONE OPERATOR

July 24, 1995 to February 15, 1997

Legend International Resorts Ltd., Subic Bay Freeport Zone, Philippines

- ❖ Operates the hotel switchboard according to the operating techniques by the type of equipment.
- ❖ Answers incoming calls, connect them to the appropriate extensions and takes down messages when necessary. Receives and place long distance and international calls. Prepares call accounting report for local and international charges at the end of the day. Handles wake up calls.

ACHIEVEMENT	COMPANY	DATE/YEAR
Employee of the Year	Riviera Hotel, Dubai, UAE	2011
Employee of the Month	Riviera Hotel, Dubai, UAE	November 2005
Employee of the Month	Riviera Hotel, Dubai, UAE	August 2002
Certificate of Special Achievement	Legend International Resorts Ltd, SBMA, Philippines	15 February 2000
Finalist – Employee of the Year	Legend International Resorts Ltd, SBMA, Philippines	03 June 1999
Employee of the Month	Legend International Resorts Ltd, SBMA, Philippines	March 1998

SEMINARS/TRAINING ATTENDED	COMPANY	DATE/YEAR
Supervisory Development Program	Legend International Resorts Ltd, SBMA, Philippines	28 October 1999
Legendary Customer Service	Legend International Resorts Ltd, SBMA, Philippines	30 March 1999
Basic Mandarin Course	Legend International Resorts Ltd, SBMA, Philippines	16 February 1999
Fraud and Counterfeit Detection Seminar	Legend International Resorts Ltd, SBMA, Philippines	21 January 1998
Credit Card Orientation	Legend International Resorts Ltd, SBMA, Philippines	09 October 1997
Columban College Management Internship Program	Olongapo City Water District, Olongapo City, Philippines	January – March 1992

EDUCATIONAL BACKGROUND		
COURSE	SCHOOL/INSTITUTION	DATE/YEAR
HR & Admin Management – UAE Labor Law	Filipino Institute, Dubai, UAE	September-October 2020
HR & Admin Management 1	Filipino Institute, Dubai, UAE	July–August 2020
Excel Basic	Filipino Institute, Dubai, UAE	February–March 2020
Bachelor of Science in Commerce – Major in Management	Columban College, Olongapo City, Philippines	June 1988-October 1992

PERSONAL PROFILE:

Nationality: Philippines

Language spoken: English & Tagalog