



## Leila Hermosada

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Accomplished Personal Assistant receptive to clients needs. Successful at managing the task lists of even the most demanding business executives. Fast learner and can quickly incorporate and implements new procedures to maximize efficiency and productivity.

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### KEY SKILLS

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- Filing/Data Management
- Business writing
- Clerical support
- Excellent communications skills
- Calendar handling
- Accuracy and attention to detail
- Travel Arrangements
- Results oriented
- MS Office applications XP Package
- Multitasking

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### PROFESSIONAL EXPERIENCE

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#### **PERSONAL ASSISTANT TO GENERAL MANAGER, 14<sup>th</sup> March 2010 till 21<sup>st</sup> August 2020**

Grand Millennium Al Wahda Hotel

[www.grandmillennium.com](http://www.grandmillennium.com)

- Carry out and involved special projects in increasing revenue for the hotel. I have brought business with the amount of **AED 1.8M** additional revenue on long term for apartments and all other sources.
- Supervising the Management Team for any special projects lead by the General Manager
- Planning and arranging company gathering and team building on rotational basis.
- Analyse monthly and weekly plans and determine required amount of meetings, logistics, attendees, etc.
- Produce documents, briefing papers, reports and presentations, etc. as requested by General Manager
- Carry out background research and present findings to the General Manager and Stakeholders
- Carry out specific projects and research as requested by the General Manager
- Ensure that the GM's calendar/diary is up to date and efficiently managed as changes occur, or new meetings are scheduled
- Request necessary data from management so that reports can be compiled
- Attend to phone calls, e-mails and messages either through first line response or forwarding as appropriate to members within the M&C
- Process incoming correspondence and action as required, e.g.
  - Update calendar
  - Type documentation
  - Distribute / forward information
  - Internal and external queries
- Maintain database and ensure that all information is accurate and up to date
- Regularly check stationery supplies to ensure sufficient stock at all times

- Maintain an up to date, orderly and logical filing system that can be easily accessed when absent
- Participate in any special projects and initiatives.
- CSR Activities – leading the hotel’s CSR activities currently with Future Center in Abu Dhabi on monthly basis. Organizing special activities for the Kids autism on behalf of the General Manager.
- Provide discrete and confidential coordination of sensitive hotel/company information.
- Handles room reservation request received from shareholders, sister’s hotel properties etc. and communicates with Managers to organize appropriate VIP amenities.
- Arrange functions and events according to requirements upon request by GM
  - Determine a budget amount for these events
  - Send invitations to GM’s/ Executive’s invitees in advance
  - Make sure that all hotels, travel and forex arrangements are on track and arranged as requested
- Checks inter office documents such as Corporate Contracts, Offer Letters, Labor Application, Guests and staff visa. To ensure all requirements are met prior to taking the GM’s signature.

**PERSONAL ASSISTANT COO and VP Operations, June 2007 – 14 March 2010**

Millennium Hotels & Resorts

Regional Office – Middle East & North Africa

Abu Dhabi, UAE

[www.millenniumhotels.com](http://www.millenniumhotels.com)

- Arrange meetings and appointments both internally and externally maintains the diary of the VP-Operation.
- Extending administrative support in the Corporate Office.
- Arrange flight bookings, room bookings and all other itinerary for VP-Operations abroad.
- Accepts flexible business trip abroad if required.
- Key Persons in the Hotel Operations in the Region.
- Handling all incoming email inquiries.
- Handling inquiries with all the hotels in region with regards to policy and procedure liaise with the London & Singapore Head Quarters.
- Together with the VP-Operations creates local policy and procedure for the hotels and ensures that they are implemented and adhered upon.
- Handles the VP-Operation’s follow up, internally and externally and ensure that deadlines are met.
- Checks inter office documents such as Corporate Contracts, Offer Letters, Labor Application, Guests and staff visa.
- Business correspondence - Internal, External, Guests, Clients, Corporate, Regional and Owners

**Miscellaneous**

- Handles safekeeping warehouse key
- Prepares and follow up VP-Operations monthly expense voucher and also insurance / medical claims.
- Attends meeting required by the VPO.
- Ensures guests satisfaction by attending to their request and inquiries courteously and efficiently.
- Accepts flexibles work schedule if necessary.
- Continuously seeks to endeavor and improve own knowledge of the job function
- Is well updated on and possesses solid knowledge of the following.
  - Corporate facilities and nearby sights of interest and importance
  - Corporate standards of operation and departments procedures.

**PERSONAL ASSISTANT TO GENERAL MANAGER, 1<sup>st</sup> July 2006 up to June 2007**

Oryx Hotel

Abu Dhabi National Hotel, United Arab Emirates

[www.oryxhotel.ae](http://www.oryxhotel.ae)

126 Suites and Rooms

- Maintains and traces files, and preparing the minutes of the meeting
- Arrange meetings and appointments both internally and externally maintains the diary of the General Manager.
- Business correspondence - Internal, External, Guests, Clients , Corporate, Regional and Owners.
- Handle all incoming web site comments and inquiries.
- Handle and investigate guests complaints by coordinating with departments concerned. These complaints may be received either directly from the guests, others.
- Responds to guests for the General Manager.
- Together with the General Manager creates local policy and procedure for the hotel and ensures that they are implemented and adhered upon.
- Handles room reservation request received at the Executive Office from the owning company, sister's hotel properties etc. and communicate with Managers to organize appropriate VIP amenities.
- Handles the General Manager's follow up, internally and externally and ensure that deadlines are met.
- Receives all incoming mails and distributes accordingly per department.
- Scheduling of EXCOMS and Department Heads for Weekend Duty Managers Shift.
- Checks inter office documents such as Corporate Contracts, Offer Letters, Labor Application, Guests and staff visa. To ensure all requirements are met prior to taking the GM's signature.

**EXECUTIVE SECRETARY, July 20, 2002 up to 15<sup>th</sup> June 2006**

Abu Dhabi National Hotel, United Arab Emirates

At the Armed Forces Officers Club (590 Rooms)

[www.afoc.mil.ae](http://www.afoc.mil.ae)

- Proficient Secretary with career experience and exposure focused on guest relation.
- Results-oriented leader with proven success in Clubs and Hotels.
- Adept in handling of all communication through telephone and fax and convey the same to the Director of Operation and respond as advised.
- Reporting and Prepare the Monthly Reports and Forecast.
- Drafting of Memorandums, Letters, Faxes, etc., as required.
- Prioritizing correspondence for due response from the **Director of Operation**, obtaining feedback/supporting documents from persons concerned for the said response/reply.
- Setting – up as well as advising persons concerned of meetings, briefings, appointments etc, as required by the organization.
- With great efficiency in MS Office XP package i.e. Word, Excel, PowerPoint and Internet.
- In - charge of the archives of Executive Administration department, thorough and efficient maintenance of the records, correspondence and easy access/reference to the same must be facilitated.

### **Receptionist Cum Guest Relation**

Abu Dhabi National Hotel, United Arab Emirates

Armed Forces Officers Club (590 Rooms)

[www.afoc.mil.ae](http://www.afoc.mil.ae)

September 17 till July 19,2002

#### Key Responsibilities:

- Ensuring all rooms for individual, VIP and for Groups are blocked, Room Keys, welcome Letters.
- Handling Individuals, Delegates, VIP's and Groups check-ins according to standard procedure.
- To ensure to follow the policy pertaining to Room Keys, all other keys at the Front Desk including Master Key, Emergency Keys as per the established procedure.
- Checking the Housekeeping Discrepancy Report and present it to the Front Office Manager for his approval on time and without any delay.
- Ensuring that the expected departures are checked in the beginning of the shift, for supporting, LPO, paid out, enough cash in small denominations etc.
- Ensuring that Anti-Fraud equipment provided to check foreign currency is used.
- Possess absolute knowledge of Room Rates and F&B Products, topography of various F&B Outlets, to inform/guide the guest.
- To maintain relevant log-book for communication with colleagues and Income Auditor.
- Attend promptly and courteously to guest queries, telephone calls related Front Office Cashiering, such as, paid-outs, cash payments, etc. and restricts the conversation to the point.

### **Receptionist Cashier cum Telephone Operator**

Camelot Hotel, Philippines

Camelot Hotel

1999 till 2000

#### Key Responsibilities:

- To ensure smooth and efficient operation of the Telecommunication section which includes attending to calls, taking messages, preparing bills, knowing all functions of the day and transmitting facsimile functions
- To achieve maximum guest satisfaction and adhering to standards and services required by the organization.

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### **EDUCATIONAL BACKGROUND**

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B.S.B.A  
Bachelor of Science and Business Administration  
Major in Hotel & Restaurant Management  
4 Years Course - Graduated

National College of Business & Arts  
Quezon City, Philippines  
Year 1996 till 2000

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### **PROFESSIONAL DEVELOPMENT**

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### **SPECIAL STUDIES / TRAININGS**

Customer Service Excellence

Ecole Hoteliere De Lausanne  
Organised onsite for  
The Armed Forces Officers Club  
19<sup>th</sup> to 23<sup>rd</sup> September 2005

International Human Resources Management  
(with honors)  
Michigan, USA  
May 2004

Educational Institute  
American Hotel and Lodging Assoc.

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**PERSONAL INFORMATION**

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Birthday : August 23, 1979  
Home Address : Manila, Philippines  
Nationality : Filipino  
Status : Married with 1 child  
Gender : Female  
UAE Drivers License : Available  
Visa Status : Husband Visa sponsorship

Reference can be given upon request