

# JULIE ANN J. BUGAYONG

156 Sitio Munting Barrio, Brgy Atilano Ricardo Bagac, Bataan 2107  
julieann.bugayong08@gmail.com  
Mobile: 0968 6622036/ 0935-654-2004



## **SUMMARY OF QUALIFICATION**

- 7 years of working experience in Food and beverage, hospitality Industry with background on food servicing, cashiering, front Office operation, Sales and Marketing and events management
- Has the Capacity to learn quickly and execute work under minimum supervision
- Ability to adopt to company's core policies, strategies, targets and criteria
- Possess high value of working standards and attention to details
- Excellent interpersonal skill in customer interface, product sales and strategic marketing
- Has a Strong Personality, Goal Oriented, Dedicated and trustworthy

## **PROFESSIONAL EXPERIENCES**

### **A Million Dreams Coordination and Events Management Services**

Bagac, Bataan

General Manager/Owner

July 2022- up to Present

- Offers a wide variety of packages for Corporate and social events
- Provides service to Philippine government agencies for any type of events as a supplier
- Handles all administrative work related to events
- In charge in overall operation of the business as the Owner
- Handles booking reservation, venue outsourcing, consultation from conceptualization of the event to planning and execution
- Prepare all the necessary documents and requirements for bidding
- Plan and schedule meetings for prospect clients, existing clients and new clients
- Prepare proposal and quotation for event presentation
- Execute contract for successful event bookings and blocking

### **La Jolla Luxury Beach Resort**

Bagac, Bataan

Sales Account Executive for Corporate Events

December 31,2020 – August 2022

- Handles corporate inquiries, bookings and reservations
- Prepare and provide customized packages for events based on guest preferences
- Prepare proposals and contract for confirmed accounts
- In charge in coordinating and facilitating company events
- Perform sales blitz, sales call and company profiling for company data base
- In charge during client's corporate event
- Prepare Banquet event order to disseminate with other departments
- Validates booking reservation and prepare documents for all types of events
- Handles Government and Travel agency bookings, events and reservations
- Sell and promote Company products and services

**La Jolla Luxury Beach Resort**

Bagac, Bataan

Senior Front Office Associate

October 28,2020 - December 30,2020

- Overseeing the day-to-day front desk operations
- Attend to guest requests, bookings and complaints
- Handles consolidation of daily sales report
- In charge in preparation of department weekly roster
- In charge of front office over all operations
- Assist guest during check in and check out
- Validates booking reservation
- Knowledgeable in using Xenia PMS

**Uptown Coffee Shop (The Coffee Shop)**

Bagac, Bataan

Operations Manager

February 2020 – August 3 2020

- Overseeing the day-to-day operations of the coffee shop
- Bookkeeping, maintaining records, and running deposits
- Solving challenges faced by customers and employees
- Overseeing cleanliness and maintenance of the shop
- In charge in procurement and employee's trainings
- Adjusting menu to maintain customer flow
- Maintaining inventory, ordering, and receiving product

**Golden Breeze Real State Inc. (Hotel Sogo Grand Hotel)**

Edsa Guadalupe Makati City

Guest Service Officer/ Sector's Inspector

March 18- November 2019

- Handle Guest Complaints
- Supervised day to day Front Office Operation
- Validates Guest Transactions including discounts, Promos and Hotel Reservations
- Perform spot cash audit
- Answers incoming and in-house calls and designate calls to concern department if necessary
- Provide outstanding customer service and ensure guest satisfaction.

**Lt&G Credit Line Corp (Pesmerga Lending Corp.)**

Mandaluyong City

Admin / Finance Assistant

June 15, 2018 – March 1, 2019

- Handle Clerical and administrative work such as Recruitment, Payroll, preparation of monthly billings including government mandated benefits
- Safe keep and organize company Documents including 201 File maintenance
- Facilitate on recruitment, screening of applicants, initial interviews and exam, process quitclaims, clearance and exit interview
- Process all Business Permits and other Government business registrations.
- Execute Sales Audit
- Prepare Monthly Sales report including OPEX and other financial related work.
- Screening, Checking and approval of client's documents and requirements for loan application
- Checking and approval of loan transmittal for funding
- Approval of loan release

**The Alphanetworld Corp.**

Ortigas Mandaluyong

Receptionist/Customer Service Staff

Nov.05, 2015- May 4, 2016

- Responsible in providing high level of customer service and friendly environment, which includes greeting and acknowledging every client, maintaining company standards, solid product knowledge and all other aspects of customer service.
- Answer Calls and Inquiry, screen all incoming calls and transfer it to designated department.
- Handle Guest Complain and other Clients concerns

**New Feng Huang Restaurant (Jin-Hu Oriental Inc.)**

Subic Bay Freeport Zone

Waitress/Cashier

March 5, 2011–October 5, 2011

- Responsible in counting cash flow balances at the beginning of shift and ensure that adequate change is available.
- Ensure that payment receive are accurate and return the appropriate change to customers.
- Responsible in processing of credit or debit card payment.
- Responsible in reconciling the daily total transactions with the total sales.
- Encode monthly sales, monthly inventory of products and supplies

**Travelers Hotel and Event Center**

**(The Exquisite Hotel & Business Management Group Corp.)**

Subic Bay Freeport Zone Front Office Assistant

Sept. 24, 2010 - Feb. 24, 2011

- Responsible in providing each customer with outstanding service by providing a friendly environment, which includes greeting and acknowledging every incoming and outgoing guest.
- Accommodate incoming and possible guest, attending to their inquiries by providing concrete information regarding hotels products, freebies, room classifications and promos
- Responsible in attending all checkout customers, ensure proper billing payment/collection and provide other information on travel advisory/transportation availability and flight schedules
- Handle guest reservations, calls and confirmation.
- Provide customer information guide on local destinations i.e., directional maps, traffic advisory, transportation, brochures, leaflets, etc.
- Ensure that all messages intended for customers are received.
- Responsible in keeping the records of each occupied rooms and monitoring/tracking of payment information.

**Aristocrat Restaurant (Subic Homes Food Inc.)**

Subic Bay Freeport Zone

Receptionist/Cashier

December 4, 2008 – May 31, 2009

- Responsible in providing high level of customer service and friendly environment, which includes greeting and acknowledging every customer, maintaining restaurant standards
- solid product knowledge and all other aspects of customer service.
- Accurately and efficiently ring on registers and accurately maintain all cash at the registers.
- Process credit or debit card payment transactions and check validations.
- Maintain consistent sales report every shift cut-off
- Assist on other guest concerns to provide high level of satisfaction

## **Michelle's Cakes and Pastries**

Balanga, Bataan

Sales Attendant

January 18, 2008 - September 27, 2008

- Take customer's orders, answer questions regarding prices, quality or quantity of food items and availability of menu items.
- Serve food and beverages to tables, check with customers if orders are all delivered, ensure that customers are supplied with clean utensils, condiments and other needs.
- Assist in resolving and addressing customers complain and concern
- Prepare food product using standard formula and directions
- Prepare bills for food, using cash registers, calculators, or adding machines; and accept payment and make change.
- Setting-up, maintaining, cleaning, and removing dining room fixtures and utensils.
- Cleaning the counters, dishes and service station equipment.

## **SEMINARS AND TRAININGS ATTENDED**

### **EVENTS MANAGEMENT (TESDA)**

Philippine Nazarene Collage -Baguio

Short Course (September-February 2022)

### **EVENTS MANAGEMENT (TESDA)**

NIIT (National Institute of information Technology)

Short Course (80 hours)

### **BASIC OCCUPATIONAL SAFETY AND HEALTH (BOSH)**

OFII-CN 11413-051719-6463

Hotel Management Institution of the Philippines May 14,2019

### **FRONT OFFICE OUTSIDE TRAVEL AGENCY, GUEST NEEDS AND GRIEVANCE HANDLING**

Hotel Management Institution of the Philippines May 28,2019

### **PERSONALITY DEVELOPMENT AND PUBLIC RELATION**

Hotel Management Institution of the Philippines June 13,2019

### **BASIC COURTESY FIRST WITH GENUINE SMILE**

Hotel Management Institution of the Philippines July 5,2019

### **TIME AND STRESS MANAGEMENT**

Hotel Management Institution of the Philippines July 8,2019

### **VIOLENCE AGAINST WOMEN AND CHILDREN (VAWC DOLE)**

Hotel Management Institution of the Philippines July 16, 2019

## **CERTIFICATE OF RECOGNITION**

### **PESMERGA LENDING CORP.**

EMPLOYEE OF THE MONTH

OCTOBER 2018

NOVEMBER 2018

DECEMBER 2018

**HOTEL SOGO**

MOST PUNCTUAL EMPLOYEE OF THE MONTH

APRIL 2019

**EDUCATIONAL HIGHLIGHTS**

Sti College Shaw  
Mandaluyong  
Bachelor in Hotel and Restaurant Management 2015

Emilio C Bernabe Bagac National High School 2005  
Bagac, Bataan

**PERSONAL INFORMATION**

Born on June 23, 1994  
Single with One (1) dependent  
Born in Makati City

Unified ID – CRN 0111-1912492-8  
Philhealth No. 07-050699582-3  
TIN 267-717-793-000  
Pag ibig No. 1210-1889-0795 SSS No. 0223621156  
BOSH – CN 11413-051719-6463  
Driver's License – C02-21-005081

**PERSON TO CONTACT IN CASE OF EMERGENCY**

Mary Thel J. Bugayong Sister  
0917-5533-132

**CHARACTER REFERENCES**

Will be provide upon request

All the information stated above are true and correct to the best of my knowledge and belief.

Julie Ann Bugayong  
Applicant