

MICHELLE ANGELA DY GUZMAN

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OBJECTIVE

- To develop my skills and knowledge as a professional hotelier and restaurateur to achieve guest satisfaction by attending to their needs.
- To be committed in providing exceptional hotel and restaurant management service that exemplifies the mission, vision and values of the company.

SUMMARY OF QUALIFICATIONS:

- Bilingual: Filipino, English
- Knows how to speak and understand some Chinese, Korean & Japanese Language
- Certified Guest Service Professional (CGSP)

EDUCATION:

College Level: **Fresh Graduate**

Name of the School: **Far Eastern University- Manila**

Current field of study: **Bachelor of Science in Hotel and Restaurant Management**

Date Started: **November 23, 2015**

Graduation Date: **May 24, 2019**

Relevant Courses/ Major Subjects related to your field of study:

- Culinary Arts and Sciences
- Bakery Science
- Food and Beverage Service Procedure
- Housekeeping Operations
- Bar Management
- Banquet, Function & Catering Services Procedure
- Front Office and Concierge Operations
- Events Management
- Hospitality Cost Control
- Institutional Purchasing
- International Cuisine

Name of the School: **FEU Institute of Technology**

Duration: **July 2014- May 2015**

Field of Study: **Bachelor of Science in Information Technology specialization in Digital Arts**

Secondary Education:

Name of the School: **St. Joseph School**

Date Started: **June 7, 2010**

Graduation Date: **March 28, 2014**

Elementary:

Name of the School: **St. Joseph School**

Date Graduated: **March 26, 2010**

OJT/TRAINING/ WORK RELATED EXPERIENCES:

Name of the Company: **FEU Café Alfredo**

Duration of the training: **January 14, 2019- January 31, 2019**

Position: **Intern, Cashier**

Duties and Responsibilities:

1. Responsible for billing and collection of sales transaction.
2. Process customer orders and record them in the café's database.
3. Relay customers' orders to the kitchen staff.
4. Ensure all orders are delivered to the customers in a timely manner.
5. Tally money in the cash drawer at the beginning and end of each work shift.

Name of the Company: **SEDA Vertis North**

Duration of the training: **February 18, 2019 - April 29, 2019**

Position: **Intern, Housekeeping Department**

Duties and Responsibilities:

1. Room attendant
 2. Linen attendant
 3. Room Coordinator
 4. Runner
 5. Public Attendant
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AWARDS, AFFILIATION & ACHIEVEMENTS:

- **Partial Academic Scholar**, 2nd sem. AY 2016-2017, Far Eastern University, Manila
- **Best Paper in Facilities Design and Building Engineering Systems**, 2nd sem. AY 2017- 2018, May 8, 2018, Far Eastern University, Manila.
- **Certified Guest Service Professional**, March 23,2019 , American Hotel and Lodging Educational Institute
- **Dean's Lister: First Honors**, 2nd Semester, AY: 2018-2019, Far Eastern University, Manila

SKILLS

- Computer Literate, Knows how to operate a little bit of OPERA Reservation System
 - Excellent Communication skills
 - Ability to work under pressure
 - Good in Multi-tasking
 - Team player
 - Can easily adapt to any work
 - Hard working and Disciplined
 - Respectful and Responsible
 - Attentive Worker
 - I have basic knowledge and skills in baking pastries.
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SEMINARS ATTENDED:

- **HRM Story on a Plate (Food styling & Photography workshop)**
September 15, 2016
Far Eastern University
- **Hotel Familiarization Tour**
September 28, 2016
Novotel Manila Araneta Center
- **Fine Dining Etiquette Seminar**
September 28, 2016
Novotel Manila Araneta Center
- **Culinary Seminar for Healthy Cookies**
September 28, 2016
Novotel Manila Araneta Center
- **Housekeeping Operations and Planet 21 Seminar**
September 28, 2016
Novotel Manila Araneta Center
- **Ecotourism Plan of Puerto Princesa, Palawan**
November 20, 2017
Department of Tourism, Puerto Princesa, Palawan
- **Hotel Operation and Ocular Inspection**
November 20, 2017
Hotel Centro, Puerto Princesa, Palawan
- **Certified Guest Service Professional Guest Service Gold Workshop**
March 23, 2019
Far Eastern University

LOCAL TRAININGS ATTENDED

- **TESDA NCII COOKERY,**
2016
- **TESDA NCII BREAD AND PASTRY PRODUCTION**
January 10, 2018
- **TESDA NCII HOUSEKEEPING**
2016
- **TESDA NCII FOOD AND BEVERAGE**
2016
- **TESDA NCII BARISTA**
March 26, 2017
- **TESDA NCII BARTENDING**
2017
- **TESDA NCII FRONT OFFICE SERVICES**
March 25, 2017
- **TESDA NCIII EVENTS MANAGEMENT SERVICES**
December 02, 2017
- **TESDA NCIII COMMERCIAL COOKING**
November 09, 2018

INTERNATIONAL SEMINARS ATTENDED

- **Royal Caribbean Voyager of the Seas Housekeeping Seminar**
October 21, 2018
- **Royal Caribbean Voyager of the Seas Guest Service Seminar**
October 21, 2018
- **Royal Caribbean Voyager of the Seas Food and Beverage Seminar**
October 21, 2018
- **Royal Caribbean Voyager of the Seas Planning for Future Onboard Activities Seminar**
October 21, 2018

REFERENCES

Dr. Ulysses C. Catchillar
FEU Professor, ITHM
Far Eastern University, Philippines
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