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CAREER OBJECTIVE

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To serve the guest in a high standard quality of service to the best of my ability to the satisfaction of my superior.

UCATION

Mindanao State University
Marawi City

June 2010 - February 2014

Bachelor of Science in Hotel and Restaurant Management

Experience

SKA International Group**Mogadishu, Somalia****Position :** Receptionist/Admin (June-October2018)**Position:** Fine Dining Supervisor (October 2018-May 2019)**Company Profile:**

SKA Energy FZE provides storage, supply, distribution, and transportation of fuels. The company offers aviation refueling services to commercial, military, and cargo fixed wing and rotary aircraft. It provides fuel analysis and testing services to commercial and industrial businesses. SKA Energy FZE was founded in 2003 and is headquartered in Dubai, United Arab Emirates.

Job Description

Generally responsible for all of the business operations of a dining establishment.

To be specific:

- Overseeing Operations
- Ordering and Managing Inventory
- Building Sales and Profits
- Weekly shifting schedules of staffs
- Monitoring employee productivity and providing constructive feedback and coaching.
- Organizing workflow and ensuring that employees understand their duties or delegated tasks.

GreatWolf Lodge, Wisconsin Dells USA**Position:** Housekeeping/Room Service Attendant

July 2014-June 2015

Company Profile:

Wolf Resorts is the world's largest chain of indoor water parks which owns and operates its family resorts under the Great Wolf Lodge brand. The company is headquartered in Madison, Wisconsin. In addition to a water park, each resort features specialty restaurants, spas, arcades, fitness rooms and children's activity areas.

Job Description:

To continuously provide innovative service solutions to our clients to create maximum value for customers.

To be specific:

- Responsible in cleaning the rooms.
- Recorded details of inquiries, comments, complaints, actions taken.
- Directed requests and unresolved issues to the designated resource.
- Deal directly with costumers either by telephone or face to face.
- Processed orders, forms, applications and requests.
- Handled and resolved customer complaints
- Maintain the cleanliness of Stay-in guests

WORK EXPERIENCE**Sharjah Golf and Shooting Club – Twisted Olive Bistro**

Position: Captain_ Waitress

March 2016 – April 2018

Company Profile:

Twisted Olive Bistro is a contemporary bistro, located in the beautiful lush grounds of Sharjah Golf and Shooting Club, the Twisted Olive is owned by the Ruler Family of Al Thanis. The bistro has a friendly upbeat service and updated classic dishes with a contemporary modern twist. It also caters find innovative mocktails, organic fair trade coffee and tea, and fresh juices.

Job Description:

To ensure high quality service and maintain high standards of Food Beverage services to guests patrons.

- Inform staff about specials and food that is sold out
- Oversee the proper order and flow of dishes
- Keep in close contact with the chef and kitchen staff to learn about changes and ensure food orders are processed efficiently
- Delegate tasks to busers and housekeeping employees as necessary
- Responsible for the monthly date count and inventories of stocks

Shangri-La's Mactan Philippines Resort and Spa

Position: Waiter/ Food and Beverage Service Attendant

March 2013- June 2014

Company Profile:

Shangri-La's Mactan Resort & Spa is a 5-star resort owned by Shangri-La Hotels and Resorts located on the island of Mactan, Cebu. It was once the largest resort in the Philippines, covering 13 hectares and equipped with 530 guest rooms and suites, its own private man-made beach cove, 2 outdoor swimming pools, a 6-hole golf course, and its own marine sanctuary covering 6 hectares that holds over 100 species of fish and corals.

Job Description:

To provide a World Class Customer Service with passion, skills, integrity and right attitude towards the guests.

To be specific:

- Greet customers and seat them according to preference and availability
- Provide menu and Offer Welcome drinks and beverages
- Take orders and provide information and suggestion about menu items
- Relay guests order to the kitchen
- Ensure that order is prepared according to menu details
- Serve beverage order and meal orders accordingly
- Ensure that continued service is managed during the course of the meal
- Keep a constant eye on the table to gauge needs and fulfill immediately

- Apply building rapport by asking feedback during and after meals
- Remove dishes and ensure that tables are bussed appropriately
- Settle customer's check and accept payment in cash and credit card
- Offer further assistance and pleasantly bid goodbye

PERSONAL INFORMATION

Date of Birth: August 29,1991

Age: 27 years old

Gender: Female

Marital Status: Single

Nationality: Filipino

Height: 5'3"

Weight: 52kgs.

Passport Number: P8631022A

Position Applying for: Admin Assistant/ Fine dining supervisor/ Receptionist

SKILLS

- Have a Good Customer Service Skill.
- Have an excellent English Communication Skill.
- Have a good working relationship with colleagues
- Have a good speaking, writing and editing skills, also have a good interpersonal and organizational skills.

- Have high sense of responsibility and attitude towards work.
- Enthusiastic and quick to learn.
- Flexible and works under pressure.

SEMINARS AND TRAININGS

- **GHP TRAINING**
- **FOOD SAFETY MANAGEMENT SYSTEM**
- **PERSONALITY DEVELOPMENT**
- **EFFECTIVE LEADERSHIP MANAGEMENT**
- **BARTENDING SEMINAR WORKSHOP**
- **FOOD AND WINE TRAINING**
- **EFFECTIVE CUSTOMER SERVICE**
- **NC II BAKING AND PASTRY**
- **NC II TOUR GUIDING**

REFERENCES:

Americo Domelio Derrich February

Corporate Executive Chef

SKA Logistics, Somalia

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Luzviminda Roque

FNB Department Manager

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Joe Seep

Housekeeping Department Manager

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1-608-253-2222 ext. 7746

Mr. Daren Villanueva

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