

Ramil M. Morales

53- A Nueva Ecija Street
Barangay Ramon Magsaysay
Bago Bantay Quezon City,
Philippines 1105
Mobile number: + (63) 926 3383030
Email address: ram.morales@gmail.com



HIGHLIGHTS

Hotel Pre Opening Experience in Manila and Macau
Front Office expertise including Night Audit
Concierge, Telephone Operator, Reservations experiences
Butler Skills

WORK EXPERIENCE

Somerset Olympia

Guest Services Manager

July 2015 to Present

- In Charge of overall operations of the Guest Services department
- Oversee standards and procedures are adhered to in line with brand guidelines
- Coordinates with HRD in providing consistent training opportunities for all Guest Service staff encouraging staff's personal and career development
- Handles emergency procedures and crisis management and acts accordingly when faced with such
- Meets upon arrival or bid farewell VIP residents in the absence of senior management

Ascott Makati

Night Manager

November 2013 to July 2015

- Manages the nightly operations of the Guest Services department, and supervise the staff in their daily duties and responsibilities
- Performs nightly audits of processes
- Assists all residents and guests and ensure the delivery of prompt efficient service at all times
- Manages and conducts the Ascott performance appraisal process for subordinates yearly
- Facilitates and champion the Ascott goals, behaviours and philosophies
- Ensures compliance with all corporate and local human resource regulatory requirements
- Performs any additional duties or projects as directed by the Company

F1 Hotel Manila

Assistant Front Office Manager

April to August 2013

- Establishes operational policies and procedures for each respective sections of Front Office Department
- Responsible for maintaining high occupancy through strategic planning and allocation of rooms

- Develops appropriate service standards in accordance with the desired image of the company
- Conducts regular staff training that would enrich the core knowledge, skills and attitude of Front Office Personnel
- Checks daily reports from various areas of the department as well as the Duty Manager report where it involves Front Office matters and takes necessary action
- Coordinates with Sales Department in ensuring high occupancy and high average room rate
- Implements an effective guest feedback mechanism in order to constantly review operational strengths and weaknesses
- Adheres and cascades to the staff the existing Emergency Plan and Security Plans and Security Plans and contributes ideas to continuously improve specific procedures

Paiza Club, Venetian Macao Resort Hotel

Duty Manager

August 2007 up to November 2012 (Pre-Opening)

- Ensures exemplary service for VIP guests during in stay (top executives, celebrities, political figures)
- Leads a team of butlers in ensuring preparations of suites prior to VIP guest arrival
- Oversees daily front office operations

Convergys Philippines

March 2007 up to July 2007

Customer Relations Specialist

- Handles enquiries for inbound calls

Philtown Properties Inc. Fort Bonifacio

Jan 2005 –Oct 2006

Property Sales Consultant

- Property sales and consultation with prospective buyers

Oxford Suites Makati

Sept 2003 – June 2004

Front Desk Agent

- Facilitates all guest check-ins and checkouts
- Concierge functions
- Cashiering functions
- Night Audit

City Garden Makati, Philippines

Nov. 2002- Aug. 2003

Front Desk Agent

- Facilitates guest check-ins and checkouts
- Concierge functions
- Cashiering functions
- Night Audit

DLSU-CSB Int'l Conference Center Manila

Night Auditor

Apr 2002- Aug 2002

- Responsible for ensuring that daily revenue are complete and accurately recorded
- Verifies all cashier accountabilities, collections are remitted and all supporting documents are complete for billing

The Pan Pacific Hotel Manila, Philippines
Jan 1998 to Oct 2001 (Pre-Opening)

Team Professional

- Front Desk Cashiering
- Room Reservations duties
- Night Auditing functions
- Concierge functions
- Telephone Operations
- VIP Showroom Service
- Housekeeping functions

ACHIEVEMENTS

Key To Excellence Awardee
Management Trainee
Pan Pacific Hotel Brand Champion

June 2010, The Venetian Macao Hotels & Resorts
June – December 2000, The Pan Pacific Manila
Nov 2000- Jan 2001

TRAININGS

- Protel Property Management Solutions
- Opera Property Management Solutions
- Fidelio Front Office V 6.10 & V 7.11
- Magnum Butlers Training – Paiza Club, The Venetian Macao
- Train the Trainer Seminar - Paiza Club, The Venetian Macao
- Revenue Management Orientation – The Pan Pacific Hotel Manila
- Jurudata/ Nortel PABX
- Seafarer's Safety Course (Safety of Life at Sea)
- First Aid Training

EDUCATION

BS Commerce in Management

Far Eastern University
Nicanor Reyes Street Manila, Philippines

CHARACTER REFERENCES

Armando Simon
Director of Revenue Management, Grand Lapa Macau
+853 6368 7573 (Macau)
arman_simon@hotmail.com / armandos@grandlapa.com

Tony Q. Co
Director of Operations, F1 Hotel Manila
+63 917 8894251 (Manila)
tony.co@f1hotelsandresorts.com

Charles Ratnasingam
Head of Service Delivery, The Venetian Macao Resort Hotel & Resorts
+853 66183320 (Macau)
charles.ratnasingam@venetian.com.mo