

MILDRED ESPIRITU TUQUERO

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CAREER SUMMARY:

As Casino Manager for 20 years onboard a Cruise Ship, I was trained to work on a fast-paced environment, can work under pressure, can do multi task and passionate on giving excellent customer service. I have contributed to the growth of sales and have been beating the target revenues most of the time. I managed staff, assigned duties, plan budgets and monitor revenues and expenses. Over all in charge of the Casino operations from staffing, trainings, orientations, plan, organize and evaluate daily operations.

EDUCATION:

- College Level – June 1987-March 1992
Bachelor of Science
University of the City of Manila, Philippines

WORK EXPERIENCE:

CASINO MANAGER – MARELLA CRUISES – November 2001-June 2023

- Over all in charge of operations from staff handling, rules and regulations, plan, organize, direct, control and evaluate daily operations.
- Assess productivity of each member of the team, review goals and work assignments and duties.
- Manage staff, recruit, hire, determine staffing requirements, and supervise staff.
- Perform all necessary paperwork like market research, determine costumer demands and requests.
- Develop advertising and promotional materials to increase financial revenues.
- Resolve guests' problems, complaints in a timely, professional and efficient manner.
- Handle cash transactions, operates cash register calculate daily payments received and reconcile with total revenue for the day/week.

ADMINISTRATIVE ASSISTANT – Enviro Asia (Phils) Corporation – May 1998-March 2000

- Answered telephone calls, electronic enquiries, open and distribute electronic mails, coordinate the flow of information
- Type and proofread correspondence, forms and other documents.

- Monitor inventories, maintain sufficient supplies and order same if required.
- Determine and establish office procedure and routines
- Carry out administrative activities, establish work priorities and compile data and other information.
- Assemble data and prepare periodic and special reports, manuals, and correspondence.
- Greet people and direct them to people or areas concern.

FRONT DESK AGENT/RECEPTIONIST/CASHIER – ALDEX REALTY, PHILIPPINES – Jan 1996-April 1998

- Register guests, assign rooms, attend to special requests whenever possible
- Thoroughly understand and adhere to proper credit, check-cashing and cash handling policies and procedures.
- Use suggestive selling techniques to sell rooms and other services of the hotel.
- Coordinate room status updates with the housekeeping department.
- Use proper telephone etiquette, proper mail, package and message handling procedures.
- Provide excellent customer service with excellent oral and written communication.