

CYRIL SANTIAGO

City Address: 1/25 CECIL STREET, ASHFIELD NSW 2131

Mobile No: 0433 783 131

Email Address: css.santiago@yahoo.com

Personal Statement

I have great passion for hospitality and high commitment in giving above and beyond guest experience. I am hardworking individual and a team player. I am experienced with handling different departments such as food and beverage and guest-services. I am versatile and has a strong passion for learning. I can work in different sets of environment and can focus and work under pressure.

My strengths include being flexible and resilient. At times of misfortune, I can easily adjust to circumstances and be able to handle situations with professionalism. I can think strategically and I can be persuasive if need be. I am strong when it comes to motivating others and myself to do their best in their jobs. I always look forward into contributing outstanding service not just to the guests but to the employer as well.

Professional History

April 2017- March 2018	Front Desk Ambassador/ Guest Service Officer Renaissance Denver Stapleton Hotel, Colorado USA
July 2013- February 2017	Officer-In-Charge/Assistant Restaurant Manager DBE Project, Inc. (Project Pie Philippines)
November 2013- February 2017	Training Manager DBE Project, Inc. (Project Pie Philippines)
April 2012- November 2012	Main Dining Room Server Grand Hotel, Mackinac Island, Michigan USA
November 2011- April 2012	Server Assistant at J&G Grill Restaurant St. Regis Deer Valley, Utah, USA
August 2010- September 2010	Food and Beverage Intern/ Receptionist Intern Bistro Group of Companies T.G.I. Friday's Restaurant Manila
October 2009- November 2009	Food and Beverage Intern and Front Office Intern Oakwood Premiere Joy-Nostalgie Center Manila

Academic Qualification

2019-Present	Blue Mountains University (Town Hall, Sydney Campus) Master of International Hotel Management
2008-2013	De La Salle-College of Saint Benilde (Taft Ave. Manila) Diploma of Bachelor's Degree in International Hospitality Management
	Vatel Institut (France) Diploma of Manager en Hôtellerie Internationale (Bachelor's Degree in International Hotel Management)

KEY SKILLS

- Communication: I am proficient in speaking and writing English.
 - Computer Literate: Microsoft Word, Microsoft Excel and Microsoft PowerPoint
 - I have knowledge with Micros with restaurant service and I have already worked with PMS as a system for Front Office
 - I am a fast learner, hardworking employee that has been constantly nominated as the employee of the month and won twice in my most recent job.
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REFEREES

Jill H. Ilagan
Peoples Development Manager/
Marketing Manager
DBE Project, Inc.
0917-5533995

Gilbert Tolentino
Director of Operations
International Family Food Services, Inc.
0917-5639003

Lauren Mioduchoski
Front Office Manager
Renaissance Denver Stapleton Hotel
+1 954-708-9644

Liz Blackford
Director of HR
Renaissance Denver Stapleton
+1 303 399 7500