

Francia Ysabell B. Uy (Ysabell)

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CAREER OBJECTIVE

I am a self-motivated and proactive international hospitality student who has attention to detail and is eager to work in a fast-paced hotel environment. I am currently seeking for an opportunity to further enhance my career in front office while gaining extensive knowledge in hotel sales and operations team. In the future, my long-term goal is to attain a Managerial role in the Rooms Division.

WORK EXPERIENCE

- | | |
|------------------------------------|--|
| April 2019-
Present | Guest Service Agent (Front Office Department)
Sofitel Sydney Wentworth, Sydney, Australia <ul style="list-style-type: none">✧ Perform accurate and efficient check-in, check-out, and billing transactions for hotel guests✧ Provide exceptional guest service according to the hotel's brand standards throughout the guests' stay✧ Maintain strong brand knowledge to effectively promote and upsell hotel's products, services, and facilities✧ Recognize loyalty members, maintain wide knowledge on terms and conditions, and protect guest confidentiality✧ Assist with any tasks required by Front Office Team Leader and Assistant Managers |
| July 2018 –
March 2019 | Communications Agent (One Touch in Front Office Department)
Sofitel Sydney Wentworth, Sydney, Australia <ul style="list-style-type: none">✧ Serve as the link between guests and hotel operations, expediting all internal and external calls for Front Office, Housekeeping and Food and Beverage departments✧ Accommodate inquiries by utilizing guest logging systems to ensure requests and booking modifications are met within established time frames✧ Operate the switchboard and ensure prompt communication with guests and staff✧ Assist with any admin tasks required by Team Leader and Assistant Managers |
| April 2018 –
June 2018 | Food and Beverage Attendant
William Blue Dining Restaurant, Sydney, Australia <ul style="list-style-type: none">✧ Receive and serve customer's orders and specific requests and answer inquiries accurately✧ Understand and explain menu contents and promotional activities✧ Ensure proper food hygiene, cutlery set-up and clean service areas✧ Setting up of tables and other tasks as provided by the supervisor |
| March 2017 -
March 2018 | Marketing Specialist
Siglo Suites by Century Properties, Makati City, Philippines <ul style="list-style-type: none">✧ Acquire corporate establishment partners and chair meetings with restaurants and café companies✧ Conduct internal and external company events and travel expos✧ Manage company's social media accounts & implement digital marketing campaigns✧ Create marketing collaterals for traditional and digital marketing efforts |

- June 2015 - June 2016** **Accounts Executive**
Immersive Media, Inc., Makati City, Philippines
- ✧ Conduct cold calls with different companies to acquire clients and identify specific advertising and marketing requirements
 - ✧ Present to different companies to win new business and/or projects
 - ✧ Serve as the project manager for accounts and monitor effectiveness of digital marketing campaigns
 - ✧ Create marketing plan's budget reports and campaign costs to meet target sales for both the client and the company
- March 2014 – April 2014** **Accounts and Management Trainee**
PC&V Communications, Inc., Makati, Philippines
- ✧ Propose omnibus campaign ideas for FMCG clients
 - ✧ Conducted competitive monitoring report for assigned accounts
 - ✧ Present newspaper advertisement analyses
 - ✧ Served as Accounts assistant in campaign feasibility meetings, TV and print shoots

EDUCATION

- 04/2018 – Present** **Master of International Hotel Management**
Blue Mountains International Hotel Management School
Sydney, Australia
- 07/2016 – 12/2016** **Commercial Cooking National Certificate II**
Global Culinary and Hospitality Academy
Makati, Philippines
- 06/2011 – 03/2015** **Bachelor of Communication Major in Advertising**
Assumption College
Makati, Philippines

SKILLS & ACHIEVEMENTS

- ✧ Language Skill: Fluent in English and Filipino
- ✧ Computer Skill: **OPERA PMS, HotSOS, Micros Payment Software, Resaweb**, Microsoft Office, Adobe Photoshop CS6, Adobe Illustrator
- ✧ Responsible of Services of Alcohol **RSA 2018**
- ✧ Achievements /Awards:
 1. Best Employee of the Year in Siglo Suites by Century Properties, Philippines – December 2017
 2. BMIHMS Scholarship Recipient – Blue Mountains International Hotel Management School, Australia
 3. Dean's List for Academic Performance for all semesters in Assumption College, Philippines – A.Y. 2011 to 2014
 4. President of The Official Radio Station Organization of Assumption College, Philippines – A.Y. 2014 to 2015

WORKING RIGHT AND AVAILABILITY

I am available to work 40 hours per fortnight during school term, and no restrictions of working hours during school holiday.

REFERENCES

Name: James Pawahan
Position: Assistant Manager (Former)
Company's Name: Sofitel Sydney Wentworth, Australia
Email address: James.pawahan@gmail.com
Contact Number: +61 413 653 933

Name: Min Paing
Position: Success Coach - Hospitality
Company's Name: Blue Mountains International Hotel Management School at Torrens University, Australia
Email address: min.paing@laureate.edu.au
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