

ALEXANDRA PATRICIA NICOLE PANGAN

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WORK EXPERIENCED

ROOM ATTENDANT - (JANUARY - MARCH 2023)

CROWN LEGACY Hotel

Baguio, Philippines

- Cleans and sanitize guest rooms and bathrooms to hotel standards.
- Changes bed linens and make beds for a neat appearance.
- Replenishes amenities, towels, and supplies in guest rooms.
- Dusts and vacuum all surfaces, including furniture, carpets, and curtains.
- Empty trash containers and replace liners.
- Conducts visual room inspections for maintenance needs.
- Responds promptly to guest requests for a comfortable stay.
- Pays close attention to details for cleanliness and order.
- Reports maintenance issues or damage promptly.
- Follows hotel policies for room cleaning and guest interactions.
- Collaborates with housekeeping staff for efficient cleaning services.

BANQUET WAITRESS - (JUNE - JULY 2022)

CROWN LEGACY Hotel

Baguio, Philippines

- Prepares and arrange banquet halls or event spaces according to specifications, ensuring tables, chairs, linens, and decorations are in place.
- Serves food and beverages to guests during events, following established protocols for timing and presentation. This may include plated meals, buffets, or passed hors d'oeuvres.
- Provides excellent customer service by addressing guests' needs, answering questions, and ensuring a positive experience throughout the event.
- Collaborates with kitchen staff, event coordinators, and other team members to ensure seamless service and address any issues promptly.
- Clear tables, clean dishes and utensils, and assist with overall event clean-up after guests have departed.
- Adaptability and responsive to last-minute changes or special requests during events, maintaining professionalism and composure.
- Works cohesively with other banquet servers and event staff to ensure a smooth and efficient operation.
- Familiar and knowledge with a menu item being served to accurately answer guest questions and make recommendations.
- Pays attention to details such as table settings, cleanliness, and guest satisfaction to uphold the standards of the event.
- Adheres to health and safety regulations, as well as any venue-specific policies, to ensure a secure and compliant environment for guests and staff.

SKILLS

- Time Management
- Innovative
- Efficient planning
- Team player
- Driven

EDUCATION

College - (May 2023)

- Bachelor of Science in Hospitality Management (BSHM)

Our Lady of the Sacred Heart College of Guimba Inc.

Afan Salvador Street, St. John, Guimba Nueva Ecija

Senior High School - (April 2019)

- Hotel & Restaurant Services (HRS)

ETO School of Science and Technology Inc.

Afan Salvador Street, Sta. Veronica, Guimba, Nueva Ecija