



HAROLD HEMPHILL

OFFICE ADMIN/F&B- SALES ASSOCIATE

EDUCATION

LAGUNA STATE POLYTECHNIC UNIVERSITY

Bachelor of Science in Tourism Management

Philippine

2018

WORK EXPERIENCE

Al Fahim HQ

CALLIOPE (Italian Brand)

Gate Avenue, DIFC, Dubai

Sales Assistant

July 2024 up to present

BRANDS FOR LESS GROUP Dubai, UAE

Sales Associate/Cashier

May 2022 - June 2024

AL SAFWAN GULF SECURITY

Office Receptionist/Assistant Dubai, UAE

October 2020 - April 2022

HOME TO HOME HOTEL AND APARTMENTS Dubai, UAE

Front Desk Receptionist

April 2020 – September 2020

- Greeting and accommodating guests of different nationalities and provide them with superb customer service.
- Entertaining walk-in guest.
- Ensure the Front Desk is neat, presentable, and equipped with all the necessary supplies such as pens, forms, and paper.
- Answer all client questions and incoming calls.
- Attending customer's needs and requests.
- Monitor and update records and files.
- Maintaining consistent standard of excellence.

THE SPREAD CAFE

Dubai, UAE

Food & Beverage Associate

October 2019 – March 2020

- Took orders, served food and beverages and waited tables with utmost professionalism.
- Attended customer's needs and requests.
- Maintaining consistent standard of excellence

SPLASH MOUNTAIN HOTEL & RESORT (4-star Hotel)

Laguna, Philippines

Front Desk Receptionist/Waiter

January 2015 – October 2019

- Greet and escort customers to their tables.
- Prepare tables by setting up linens, silverware and glasses.
- Inform customers about the day's special.
- Offer menu recommendations upon request.
- Check customers IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages.
- Communicate order details to the kitchen staff.
- Serve food and drink orders.
- Check dishes and kitchenware for cleanliness and presentation and report any problems.
- Arrange table settings and maintain a tidy dining area.
- Deliver checks and collect bill payments.
- Carry dirty plates, glasses and silverware to kitchen for cleaning.
- Follow all relevant health department regulations.

PROFILE

Experienced Office Admin, F&B and Sales Associate with over 9 years of experience optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist. Works effectively with cross-functional teams in ensuring operational and service excellence.

CONTACT

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EMAIL:

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SKILLS

- Fluent in English
- Positive and optimistic attitude
- Exceptional customer service and interpersonal skills
- Experienced in working with varying age groups and cultures
- Able to follow a systematic approach and use initiative when necessary
- Meticulously attentive and timely
- Flexible and easily adaptable to shift work and working non-conventional hours
- Take pride in accommodating to customer demands
- Ability to work under pressure
- The highest personal hygiene and grooming standards
- Understand the importance of maintaining good brand presentation
- Keen to learn and implement new knowledge

SEMINAR/TRAINING

**Flight Attendant Training Program PTC–
MILCOM Aviation Training Center
Inc.** Manila, Philippines February 19, 2018–
March 9, 2018

- Introduction to Aviation Industry
- Safety and Emergency Procedure
- Survival Swimming, Fire Fighting & Emergency Landing–Water and Land
- Practiced good grooming and personal appearance
- Speech Enhancement
- Aircraft and Aviation Familiarizations
- Teamwork–Crew Resource Management
- Customer Services and Passenger Handling
- Inflight Medical Emergencies
- First Aid Training (CPR and Heimlich Maneuver)
- Flight Preparations
- Interview Skills

**Events Management National Certification III RCT
I Training and Assessment Corp.**
1020 Manila, Philippines
December 15, 2017

- Controlling and Ordering Stocks
- Planning and Developing Event Proposal for Bid
- Developing an Event Concept and Program
- Selecting Event Venue and Site
- Providing Event On-Site Event Management Service