

ROGELIO SERISOLA, CGSP

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PROFESSIONAL SUMMARY

Hospitality professional with **3+ years of experience** in **luxury hotel operations**, specializing in **housekeeping management**, **guest services**, and **VIP guest relations**. Certified **Guest Service Professional (CGSP)**, skilled in managing **high occupancy periods**, optimizing **operational efficiency**, and leading **multicultural teams**. Proven ability to deliver exceptional service and exceed guest expectations in **Dubai's luxury hospitality market**.

PROFESSIONAL EXPERIENCE

Hotel Operations Coordinator

February 2024 – December 2024

Stonehill Suites, Bacolod City, Negros Occidental, Philippines

- During night shifts, worked as Hotel Operations Coordinator, handling both front office and housekeeping operations in the absence of senior management.
- Conducted guest check-ins/outs, handled reservations, and responded to inquiries, ensuring a smooth guest experience during off-peak hours.
- Addressed guest complaints and concerns, resolving issues swiftly to ensure satisfaction and loyalty.
- Managed room assignments and housekeeping staff during the late shift, ensuring all rooms were ready for guests the following morning.

Housekeeping Supervisor

March 2023 – December 2024

Stonehill Suites, Bacolod City, Negros Occidental, Philippines

- During day shifts, served as Housekeeping Supervisor, managing housekeeping operations for high-occupancy periods and overseeing the preparation of rooms for VIP guest arrivals.
- Led a team of 12 housekeeping staff, ensuring all rooms were cleaned to the highest standards, with special attention to detail for VIP rooms.
- Coordinated with front desk staff to ensure VIP rooms were prepared on time, meeting guest-specific requests and high standards.
- Supervised room inspections, ensuring all rooms met cleanliness and quality standards for guest arrival.
- Managed housekeeping inventories and schedules, optimizing supply use and reducing waste.
- Provided training and support to new housekeeping staff, improving team efficiency and guest satisfaction.

Room Attendant

December 2022 – March 2023

Stonehill Suites, Bacolod City, Negros Occidental, Philippines

- Cleaned and maintained up to 15 guest rooms daily.
- Provided Turn-Down Service to enhance guest experience.

Housekeeping Attendant (Part-time)

November 2021 – October 2022

Frank Pension House, Kabankalan City, Negros Occidental, Philippines

- Cleaned guest rooms and maintaining common areas, contributing to efficient hotel operations.

TRAINING & CERTIFICATIONS

Certified Guest Service Professional (CGSP) – American Hotel & Lodging Educational Institute

Certified Hospitality Professional (CHP) – Institute of Tourism and Hospitality Professionals

TESDA National Certification II (NC II) in Housekeeping – Technical Education and Skills Development Authority

EDUCATION

Bachelor of Science in Hospitality Management

Central Philippines State University, Kabankalan City, Negros Occidental, Philippines

Graduated: 2022

KEY SKILLS

- Housekeeping Management:** Expertise in overseeing room cleanliness, staff supervision, and inventory management.
- Guest Service Excellence:** Skilled in delivering exceptional guest experiences, especially for VIPs and during high occupancy periods.
- Shift Operations Management:** Ability to coordinate both housekeeping and front office tasks during late-night and high-traffic shifts.
- Team Leadership:** Effective at training, mentoring, and leading housekeeping teams to ensure top-tier service.
- Problem Solving & Attention to Detail:** Strong ability to quickly resolve issues and maintain high standards in all areas.

CHARACTER REFERENCES

Available upon request.