



MELODY VALELO

OBJECTIVE

I am looking for an opportunity to build upon my skills and to enhance my knowledge that I acquired in my hospitality career to date. I would like a role where my abilities and potentials will be exhibited for the benefit of the company and for my personal growth.

Education

**Human Resource Administrative
Management Professional
Filipino Institute, Dubai, UAE**

**Rizal Technological University
Mandaluyong, Philippines
BACHELOR OF SCIENCE IN
BUSINESS ADMINISTRATION
MAJOR IN MANAGEMENT**

CONTACT

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INFORMATION

Date of Birth: October 01, 1980
Civil Status: Single
Language: English & Filipino
Visa Status: Visit Visa

SKILLS

Basic knowledge in accounting
Computer literate
Knowledge in SAP System (System
Application and Products)

WORK EXPERIENCE

**Customer Service Assistant – Pharaoh's Club (Wafi, Group)
September 2021– November 2023**

- ❖ Responsible for members and guests needs and ensure that they are met every time.
- ❖ Monitor the consumption and usage of all wet area amenities and to replenish accordingly.
- ❖ Monitor the temperature of wet facilities record in the Daily Logbook and report any problems to the Duty Manager. Report and record all members/guest problems and complaints on customer comment cards or directly to the Club Manager when appropriate.
- ❖ Report any accidents or illness to the Duty Manager and log in the Daily Logbook. Report any shortage of materials or equipment, any damage of facilities or equipment to the Duty Manager. All maintenance of equipment and preventative maintenance programs are completed and recorded in the logbook on a daily basis.
- ❖ Perform any other related duties as determined necessary by management.

**Head Cashier/Waitress – Coco Mango / Italica Café UAE
(October 2019 – July 2021)**

- ❖ Greet customers when entering and leaving the establishment.
- ❖ Communicate with other staff, such as dinner, informing them of customer's bookings, need and complaints.
- ❖ Maintains cash registers record and place orders well in advance.
- ❖ Responsible for delivering checks and process bill payments by cash or credit cards.
- ❖ Making inventory to ensure establishment's supplies are well stocked.

**Purchasing Officer - Zagu Foods Corporation (Manila Philippines)
November 2010 – May 2014**

**Purchasing Staff - Banana Leaf Curry House (Manila Philippines)
April 2009 – October 2010**

CHARACTER REFERENCES AVAILABLE UPON REQUEST