

## **Ariel D. Torres**

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**OBJECTIVES:** Seeking long term employment in an organization where I can grow professionally and further enhance my skills, knowledge and experience to face and overcome the challenges of today's changing work environment.

### **QUALIFICATION SUMMARY:**

- Over five years of experience as a Bellman.
- Complete knowledge of the hospitality industry.
- Adept at maintaining and using relevant equipment.
- Highly skilled in anticipating guests' needs and responding appropriately.
- Well versed in sustaining positive guest relations.
- Five years professional experience in cruise ship industry.
- Eight years experience as waiter in a deluxe hotel.

### **WORK EXPERIENCE:**

#### **Hilton Hotel**

**2008-2014**

##### **Bellman**

**Responsibilities:** Greets guests with a smile and assists them to their rooms with luggage at check-in. Checks the condition of the room, shows features to the guests. Assists guests, upon request, from room with luggage at check out. Stores and keeps secure the luggage of any registered guests.

#### **Philippine Transmarine Carriers, Inc.**

**2005-2007**

##### **Private Bar Attendant / Bar Server**

**Responsibilities:** Responsible for taking and filling orders, maintaining the cleanliness of the Bar and taking weekly and monthly inventory. Maintained excellent guest relations through hosting. Handled payments transactions for guests.

#### **Sealanes Marine Services Inc.**

**2002-2004**

##### **Steward**

**Responsibilities:** Handled the opening and closing procedures of both restaurant and bar. Manage cash payment and cash flow of customers activity as a cashier. Worked as back-up Bartender during busy operations. Assisted customers with purchases and operated cash register.

**Heritage Hotel**

**1994-2002**

**Waiter**

**Responsibilities:** Responsible for taking and serving food and drinks according to standards. Undergo training on the importance of customer relations through hosting. Handled payment transactions for customers. Provided clean work areas by bussing workstations.

**EDUCATION:**

BSBA – Emphasis in Marketing, Lyceum of the Philippines

**REFERENCES:**

Furnished upon request.