Maria Santos

Customer Service Professional | Cabin Crew Applicant

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PROFILE

Hospitality graduate with 2 years of front-line customer service in a hotel and a retail store. Used to serving guests from many countries, staying composed when plans change, and following safety procedures. Fluent in English and Filipino. Hold a valid passport and can relocate and work shifts.

CUSTOMER SERVICE EXPERIENCE

Front Desk Associate

Bayfront Suites Hotel, Manila | Mar 2025 - Present

- Check in and check out up to 60 guests per shift and answer requests by phone and in person.
- Resolved an overbooking affecting 7 guests by arranging rooms at a partner hotel and transport within an hour.
- Completed the hotel's fire warden and first aid training and take part in quarterly evacuation drills.
- Named employee of the month twice from guest feedback cards.

Sales Assistant

Luna Department Store, Quezon City | Jun 2023 - Feb 2025

- Served about 80 customers a day on a busy cosmetics counter and handled cash and card payments.
- Dealt with returns and complaints politely and passed unresolved cases to the supervisor with clear notes.

EDUCATION AND TRAINING

BS Hospitality Management, Pasig City College, Manila | 2023

Basic first aid and CPR certificate | 2025

Swimming: can swim 50 metres unaided

LANGUAGES

English (fluent), Filipino (native), Spanish (basic conversation)

SKILLS

Guest service, complaint handling, teamwork on rotating shifts, grooming standards

Cash handling, point-of-sale systems, hotel reservation software

PERSONAL DETAILS

Nationality: Filipino

Date of birth: 14 May 2002

Height: 163 cm

Passport: Valid until 2033

Availability: Ready to relocate; no visible tattoos in uniform