**Arez Mae R. Fuentebella**

**Bachelor of Science in Commerce major in Management**

**Notre Dame of Dadiangas University, General Santos City, Philippines**

**Al Hudaiba Building Al Mankhool Street, Al Satwa, Dubai, UAE**

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**Application for the post of: Secretary/Office Admin/Receptionist/Personal Assistant**

**OBJECTIVES :**

To secure a position in which my skills and experience can be fully utilized and built upon. With an earnest desire to be a member of a team who is driven by a vision of pursuing quality service, I am willing to be employed with your company to further advance my skills and knowledge and serve you with diligence and dedication.

**SKILLS AND QUALIFICATIONS:**

* Customer Service Oriented
* Teamwork Player
* Excellent skills in written and oral communication
* Good telephone manners and etiquettes
* Hard worker
* Well – mannered
* Can work with minimum supervision
* Aggressive and eager to learn
* Good in MS Word, Excel and other computer - related jobs.

**EMPLOYMENT:**

***Medical Receptionist, Al Zahra Private Medical Centre, Dubai, U.A.E.***

***January 3, 2010-February 11, 2011***

Responsible for the courteous and efficient reception of patients, records information required for registration and direct patients coming for outpatient clinic’s visits. Perform clerical duties assigned (i.e. patient appointments, maintaining logs, preparing statistics, ordering and stocking office supplies.)

* Greets patients and/ or visitors arriving at the outpatient clinics, ascertains their needs, and assists as required.
* Receives answers or direct telephone calls or personal inquiries to appropriate personnel.
* Answers questions and gives information based on knowledge of hospital or departmental organization and regulations.
* Accepts/ completes assignments as directed by the supervisor.
* Register patients in the computer upon arrival with appointment.
* Open new chart for new patients after obtaining patient’s data and records such information into the computer.
* Ascertain the financial status of the patient and verifies patient’s insurance card with the HMS. Initiate proper claim form and get the patient’s signature on it.
* Direct patients to appropriate clinics/ areas.
* Update patient’s contact information in the computer.
* Provide patients hospital ID card when the new chart is opened.
* Complete the general consent form from treatment in the hospital for new patients.
* Request patient’s medical record from Medical Records Department for the walk-in patients.
* Assist in orientation of the new employees as directed.

***Food Server/ Customer Service Representative,CHILI’S American Grill & restaurant , Dubai, U.A.E.***

***Bin Lahej International Restaurant, September 28, 2007- December 23, 2009***

* Welcome and acknowledge all guests according to company standards.
* Possess proficient knowledge of the menu in order to explain our offering to the guest.
* Accurately writes food and beverage orders on guest ticket.
* Serves food and beverage to guest in a timely manner.
* Maintains table appearance by pre-bussing, checking drink level.
* Maintains cleanliness of work areas throughout the day.
* Adheres to all company safety and sanitation policies and procedures.
* Present accurate check to guest and process payment.
* Thanks the guest and invite them to come back.

***Assistant Store Manager, Greenwich Pizza Corporation, Davao City, Philippines***

***November 19, 2003-January 31, 2007***

Over all in-charge of the store operations, responsible in meeting set company policies and operational standards. Supervises and monitors effective and efficient manpower allotment in achieving FSCD and target store objectives.

* Ensure smooth flow of the daily operations.
* Evaluates employee performance.
* Immediately attend and resolves customer queries and concerns.
* Closely monitors store security, workplace sanitation, personnel hygiene and commendable customer service to attain highest FSCD rating.
* Responsible for an efficient staffing of manpower requirements per shift.
* Forecast store supplies and conduct spot quantity check of deliveries.
* Formulates plans and programs to achieve store objectives.
* Initiate suggestions for improvement of the business.
* Handles store HR and admin matters such as target setting, request of manpower needs and disciplinary measures in accordance with company regulations.
* Trains Management Trainees.
* Checks all the work done by the Management Trainee.
* Counter checks daily inventory.
* Basic troubleshooting of equipments.
* Ensures store preparation and availability of all manpower, products and equipments.
* Plans and conduct monthly sales meeting for staff to discuss latest sales techniques, new products and over-all performance.
* Maintains high FSC standards.
* Plays part of the sales target of the store. See to it that store sales performance is met.
* Monitors and evaluates performance of staff recommends and ensures adherence to standards.
* Ensures and monitors sufficient stock levels.
* Immediately attends to guest inquiries and resolve problems arises within level.
* Enforces and maintain all safety and security policy of the store.
* Disseminates and ensure proper implementation and compliance of new rules and policies.
* Ensures that preventive maintenance of all equipments/ store facilities are carried out as scheduled.
* Coordinates with Store Manager and Area Manager of new ways, strategies for the store.
* Assist the Store Manager in maintaining the inventory required.
* Prepares the schedule of manpower for the week.
* Check the deliveries made by MT.
* Responsible in accomplishing all reports needed for the whole month including Month-End Inventory, IST Reports and other.
* Undertake cash control procedure.

**PERSONAL INFORMATION:**

Date of Birth: October 11, 1981

Place of Birth: Iloilo City, Philippines

Citizenship: Filipino

Passport No. EB3528681

Visa Status: Tourist Visa (until Dec 2, 2011)