

Rheyl Mark Cabuquing

Biaong Street, Conalum, Inopacan, Leyte 6522 Ph | +639602953565 | rheylmark@gmail.com |

Profile

A dedicated professional with experience in guest services, ESL tutoring, and virtual assistance. Skilled in customer service and administrative support, I am highly organized, detail-oriented, and adept at managing multiple tasks. Committed to delivering efficient, high-quality service.

Experience

GUEST SERVICES OFFICER | PLANTATION BAY RESORT AND SPA | AUGUST 2023 – PRESENT

- First point of contact for guests, ensuring they have a positive and seamless experience from the moment they arrive.
- Greets guests, handles check-ins and check-outs, addressing any questions or concerns, and providing information about the services and amenities available.
- Maintains a welcoming atmosphere, responding to guest needs promptly and professionally.
- Coordinates with other departments to ensure that every guest receives the highest level of service, making their stay as enjoyable and stress-free as possible.
- Handles inquiries and reservations
- Carries out administrative tasks in the reception.

ESL TUTOR | RAREJOB INC. | MARCH 2022 – MARCH 2023

- Provides lessons to non-native speakers to improve their English skills across speaking, listening, reading, and writing.
- Holds personalized lessons that cater to each student's unique needs, whether it's building vocabulary, mastering grammar, or practicing conversation.
- Boosts students' confidence in using English, providing guidance and feedback that helps them progress and reach their language learning goals.

VIRTUAL ASSISTANT | FREELANCE – DIRECT CLIENTS | JUNE 2021 – JULY 2023

- Provide remote administrative support to my direct client, handling tasks such as managing schedules, organizing emails, coordinating meetings, and performing research.
- Perform lead mining for real estate's clients and do cold calling to acquire properties for selling.
- Gather data and forward it to closers to close the negotiate and close the deals.
- Maintains clear and consistent communication, proactively addressing any needs or challenges that arise.

Education

**B.S. IN HOSPITALITY MANAGEMENT | AUGUST 2023 | VISAYAS STATE UNIVERISTY, -
BAYBAY CITY**

Skills & Abilities

- Proficient with POS systems
- Excellent interpersonal and communication skills
- Poised under pressure
- Experienced in Front Desk and Administrative Tasks
- Fun and energetic