

ZYRA MAE POLENIO TOBIO

Real St. Pob. Dist. IV La Paz, Leyte

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OBJECTIVES

To secure a challenging and responsible position that will continuously hone my personal and professional growth, become more assertive in my work and become more sufficient and more knowledgeable, and to obtain a career-oriented position that will help utilize my work experience and skills.

SKILLS

- Computer literate: MS OFFICE, POS, GOOGLE WORKSPACE.
 - Strong communication skills.
 - Excellent ability to adapt to difficult situations.
 - Strong sense of responsibility and care for others.
 - Hardworking and dedicated.
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EDUCATIONAL BACKGROUND**Bachelor of Science in Hotel and Restaurant Management**

Leyte Normal University

S.Y. 2018

WORK EXPERIENCE**Department of Education**

Administrative Support Staff - Contract of Service

Cabadiangan Elementary School

La Paz, Leyte (April 1, 2024 to present)

- Provide overall administrative support to the School Head and other school personnel in the daily operations of the school;
- Assist the School head in preparing, conducting, advocating, monitoring, and evaluating programs, projects, and activities; and
- Perform other administrative and technical assistance as may be determined by the School Head.

La Brioché

Waitress

Al Ain, Abu Dhabi, UAE (December 30, 2019 to January 24, 2021)

- Responsible for daily set up of service stations, arrange table settings, taking orders and serving food.
- Answering phone calls, customers' questions and resolving customer complaints.
- Booking reservations, taking orders, processing payments and providing change and receipts.
- Counting inventories, sending Standard Purchasing Orders.
- Closing and cashing out the register at the end of the day.
- Sending reports: End of Day and Sales report.

Leyte Park Resort Hotel

Food and Beverage Department

On-The-Job Trainee

Tacloban City, Leyte Philippines (July 18 – August 24, 2019)

- Setting up the venue according to guest's requests.
- Prepare and serve food and drinks accordingly.
- Replenishing buffet food, refilling beverages and removing soiled dishes from tables. \
- Updating inventories.

Hacasi Hotel

Front Desk Officer

Tacloban City, Leyte Philippines (June 08 – July 28, 2018)

- Checking in and checking out of guests.
- Reservation and booking of guests.
- Answering phone calls and queries.
- Updating and keeping track of inventories: Housekeeping and Front Office Departments.

Crown Regency Hotels and Resorts

Food and Beverage (Service and Production) Department and Housekeeping Department

On-The-Job Trainee

Cebu City, Cebu Philippines (November 23, 2017 – February 26, 2018)

Banquet Server

- Setting up the venue according to guest's requests.
- Prepare and serve food and drinks accordingly.
- Replenishing buffet food, refilling beverages and removing soiled dishes from tables.

Housekeeping Food and Beverage (Service and Production) Department

Department

- Ensuring and monitoring the cleanliness and sanitation of public areas, hallways, offices and guest rooms.
- Changing bed linens, making up beds, replacing used towels and bathroom amenities.
- Updating status of guest rooms.

TRAINING ATTENDED

Completed 11.95 hours of eBookkeeping online course under DTI Pivot... Embrace Technology (PET) Project, 27th day of July, 2022

CHARACTER REFERENCE

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I hereby declare that the above information is true and correct to the best of my knowledge and belief.


ZYRA MAE POLENIO TOBIO
 Applicant