

# MA. PRINCESS KATHLENE ALKABE

Doha, Qatar | +974 66711687 | princess.radam1993@gmail.com

**Dear Sir/Madam,**

I would like to apply in your company at any vacancy that will suit my experience, I am a Graduate of "Bachelor of Science in Hospitality Management".

I work in management, customer relation jobs, customer service. For the past 7 years of experience dealing with customers, I master creating a good customer service in every client that meets customer satisfaction.

I've been living in Qatar for 6 years I believe I can meet and exceed the expectations you have for this role effectively. I am capable of learning and I know how to work in team and individually and I work hard in every task assigned to me. I have the qualities that will exceed your expectations; Analytical Thinking, Attention to details, Change and adaptively, hard work, Time management, Multitasking, Flexible, Cultural Awareness, Attention to details, Customer Service, Customer Focus, Planning and Organizing, Team work and most of all I have the courage and passion in my work and I always work hard in every task assign to me. I always put my heart in everything that I do.

I would like to apply in your company because I desire to work within dynamic and well-establish company that has a reputation of providing superior customer service and personal growth that will help my career.

Thank you for any consideration that you may give to this letter of application. I can be reached at +974 66711687 and princess.radam1993@gmail.com at your earliest convenience. Please see my resume for additional information.

**Sincerely,**

**Princess Alkabe**



# MA PRINCESS KATHLENE ALKABE

*To be able to work in a career oriented and challenging environment that has a reputation of providing superior customer service, personal growth and uplift professional development in Restaurant Management Industry.*

✚ Bachelor of Science in Hospitality Management

✚ 6 years of experience in Management Industry

✚ 27 years old

## PROFILE

I work as a restaurant manager focusing on the Operational and marketing of the business, deals with customers to ensure the customers satisfaction and business growth.

## CONTACT

PHONE:  
66711687

EMAIL:  
[princess.radam1993@gmail.com](mailto:princess.radam1993@gmail.com)

## ACHIVEMENTS/TRAINING

- ✚ Bachelor of Science in Hospitality Management Degree
- ✚ Shipboard Training
- ✚ Hospitality & Tourism Opportunities Congress
- ✚ Ship Security Awareness Training and Seafarers with Designated Security Duties
- ✚ Personal Survival Techniques
- ✚ Fire Prevention and Fire Fighting
- ✚ First Aid
- ✚ Personal Safety and Social Responsibility
- ✚ Nandos Learning to Lead 2.0

## EDUCATION

### DEGREE

#### PANGASINAN STATE UNIVERSITY

#### BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT

2010 - 2014

Leadership positions in operations, the tourism industry, event planning, hotel administration and other operational and administrative roles. Operations management, customer service, revenue management, human resources and administration, economics, marketing and more are the majors of Degree.

## WORK EXPERIENCE

### HPG International Manpower Company

2020

- ✓ • Formulating plans for meeting the company's manpower requirement and ensuring proper utilization of existing human resources to meet organizational objectives.
- ✓ • Establishing and developing manpower planning policies & procedures.
- ✓ • Managing manpower planning process and implementation of the manpower plans.
- ✓ • Carrying out organization studies and reviews and work measurements to determining workloads and advice on optimum staffing level requirements.
- ✓ • Preparing projections of manpower requirements.
- ✓ • Managing the review of the Company's Organization structures and updating approved changes in the structure/layout.
- ✓ • Reviewing and advising managers on job description writing for all positions and ensuring they are updated and maintained.
- ✓ • Design, update and maintain the recruitment process, policies & procedures in accordance with company policies.

- ✓ • Manage the recruitment and selection activities in a proactive and cost-effective manner to ensure the employment of the right talent.
- ✓ • Ensure that manpower requisitions and staff movements are in accordance with approved budget.
- ✓ • Review and advise on job description for all positions and ensure they are updated and maintained.

**Nandos / Assistant Manager**  
2018-2019

**Daily opening and closing checklist, MOP schedule, Temperature control, Line check, Production planning, Internal/External health and hygiene audit, Action plans, Poultry audit, OHS Checklist, Invoices/Purchase orders, Stock control, Inventory, Operational control.**

- ✓ Coordinate communication between front of the house and back of the house staff
- ✓ Calculate future needs in kitchenware and equipment and place orders, as needed
- ✓ Manage and store vendors' contracts and invoices
- ✓ Prepare shift schedules
- ✓ Process payroll/Schedule for all restaurant staff
- ✓ Keep detailed records of daily, weekly and monthly costs and revenues
- ✓ Arrange for new employees' proper onboarding (scheduling trainings and ordering uniforms)
- ✓ Monitor compliance with safety and hygiene regulations
- ✓ Gather guests' feedback and recommend improvements to our menus etc.

**Gourmet / Marketing /Restaurant Manager**  
2016-2017

- ✓ Managing the restaurant focusing on the marketing of the business.
- ✓ Doing events catering.
- ✓ Deliver superior service and maximize customer satisfaction
- ✓ Respond efficiently and accurately to customer complains
- ✓ Provide feedback to improve productivity
- ✓ Ensure compliance with sanitation and safety regulations
- ✓ Manage restaurant's good image and suggest ways to improve it
- ✓ Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- ✓ Train new and current employees on proper customer service practices
- ✓ Implement policies and protocols that will maintain future restaurant operations.

## **AL-Balad Restaurant / Restaurant Supervisor Movenpick Hotel**

2014 –2016

- ✓ Supervising the flow of the restaurant and the duties and responsibilities of the staff in the dining area.
- ✓ Evaluated performance of all waiters and prepared reports for management.
- ✓ Communicating with guests on regular basis and ensured that they are satisfied.
- ✓ Served all food and beverage as per hotel standards at the time.
- ✓ Provided all customers efficient service at all times and cooperated with staff members for same.
- ✓ Provided quality training as per the required service standards.

## **RECEPTIONIST/ PSU**

2012-2014

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

## **SKILLS**

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# Pangasinan State University

LINGAYEN, PANGASINAN, PHILIPPINES

*Sa lahat ng makakatanghap sa kagalangang ito, Magitingang Bati.*

TO ALL PERSONS TO WHOM THESE PRESENTS MAY COME, GREETINGS:

*Sa pagkakataposan ng lahat ng kinakailangan, sa pagkilala ng kabutihang-asal at katapatan-loob sa bida ng mga*  
UPON COMPLETION OF ALL THE REQUIREMENTS, AND IN RECOGNITION OF GOOD MORAL CHARACTER AND PERSONAL INTEGRITY, BY VIRTUE OF THE  
*kasangkapan, imahasyon ng loob ng mga katutubang kilala ng Unibersidad at sa rekomendasyon ng Lipun*  
AUTHORITY VESTED UPON THE BOARD OF REGENTS OF THE UNIVERSITY AND THE RECOMMENDATION OF THE UNIVERSITY  
*Academikang Pamanasan ay iginaangal kay*  
ACADEMIC COUNCIL, HAS CONFERRED UPON

## Ma. Princess Kathlene R. Alkabe

*ang titulo ng*  
THE DEGREE OF

### Bachelor of Science in Hospitality Management

*katulap ang lahat ng mga karapatan, karangalan, at mga pribilehiyo, gayon din*  
WITH ALL THE RIGHTS, HONORS AND PRIVILEGES AS WELL AS THE OBLIGATIONS

*ang mga tungkulin at pananagpating doo'y nauukol*  
AND RESPONSIBILITIES THERETO APPERTAINING.

BOR Res. No. **18, S. 2014**



*Silang katungkulan, sagay inilalarawan ng Pamanasan at ang mga legala ng*  
IN TESTIMONY WHEREOF, THE SEAL OF THE UNIVERSITY AND THE SIGNATURE OF  
*Pangulong Pamanasan, ng Registrador at ng Pangunahing Tagapangasiwa ng Kampus*  
THE PRESIDENT, THE REGISTRAR AND THE CAMPUS EXECUTIVE DIRECTOR ARE HERETO AFFIXED.  
*Sinaulat ngayong 16a-8 ng Abril taon ng ating Pangasinan, dalawang libo at labingapat sa*  
GIVEN THIS 8th DAY OF APRIL IN THE YEAR OF OUR LORD, TWO THOUSAND AND FOURTEEN  
*Bayan ng Lingayen, Lalawigan ng Pangasinan, Republikang Pilipinas*  
LINGAYEN, PANGASINAN, PHILIPPINES.

*Helen B. Mabanta*  
Registrador  
REGISTRAR

*Victoriano C. Estira, Ed. D.*  
Pangulo  
PRESIDENT

*Nelia C. Resultay, Ed. D.*  
Pangunahing Tagapangasiwa ng Kampus  
CAMPUS EXECUTIVE DIRECTOR

ATTESTED BY:  
*Nelia C. Resultay*  
Nelia C. Resultay  
CAMPUS EXECUTIVE DIRECTOR