

JOHN HARVY O. DANTES

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OBJECTIVE

- Dedicated Hospitality Professional with competitive background in Hotel Sales and Reservation looking to further develop career in Rooms Division or in Sales and Marketing Department by utilizing knowledge, skills, and abilities gained from professional experience and pursuing degree in tourism and hospitality.
- To persistently grow personally and professionally through performing as an asset to the company with all enthusiasm, honesty, loyalty, and perseverance.

EDUCATIONAL BACKGROUND

Tertiary Education

Bachelor of Science in Hotel and Restaurant Management, *Cum Laude*

University of Santo Tomas

June 2011 – May 2015

- *University of Santo Tomas – Benavides Outstanding Achievement Award.*
- *College of Tourism and Hospitality Management Student Achievers Award.*
- *Certificate of Recognition: Outstanding Performance in In- House Practicum Training.*

Hospitality Professional Course

American Hospitality Academy

September 2014 – November 2014

- *Professional Development Certificate with Honors, 15 November 2014.*

WORK EXPERIENCES

Club Paradise Palawan – The Discovery Leisure Company, Inc.

Reservations Associate

3 months, October 17, 2017 – present

- Organizing Direct and VIP reservations through Hotel Information System (HIS) and Hotel Management System (HMS)
- Handling reservations from Internet Booking Engine (Synxis – Sabre)
- Handling over the phone inquiries / reservations
- Package preparation for worldwide Direct and VIP guests.
- Managing Triptease – live chat inquiries
- Processing Reservation Slips, and Forecast and Production reports

El Nido Resorts – Ten Knots Development Corporation

Roles held:

Sales Assistant

1 year, April 18, 2016 – May 15, 2017

- Account management, acquiring leads from worldwide corporate partners and building, growing, and keeping productive business relationships with current and potential clients.
- Sales call in Pasay, Manila, and Specific Buildings around Metro Manila for Corporate Accounts and Binondo Area for Travel Trade Accounts.

- Execute seamless point to point organization of group reservations.
- Assist Sales team, bookers, and decision makers in group detailing.
- Database management (Corporate Rate Agreement, Corporate and Travel Trade Partners).
- Obtain new businesses at El Nido Resorts' booth in Greenbelt 5, Makati, Philippines.
- Representative of El Nido Resorts for annual local Trade Shows and Corporate Events.
- Liaise with sales team for timely monitoring of leads and existing businesses.
- Prepare and send out corporate proposals and contracts.
- Assist VIP reservations and walk-in guests.
- Perform sales presentations.
- Generate Sales Reports.
- Telemarketing
- Manage ad hoc administrative duties as assigned.

Reservations Assistant – Groups

7 months, September 01, 2015 – April 18, 2016

- Assist inquiries/reservations through telephone, email, facsimile, and walk-in from direct, VIPs, corporate, and travel trade clients in a courteous, professional, and timely manner.
- Point to point organization of group reservations for both Accommodation (Micros Opera) and Flights (Awan Sqiva).
- Package preparations for worldwide Direct Guests, and Corporate and Travel Trade partners based on current promotions and updated rate matrix.
- Liaise with the Sales Team for preparation and sending out of proposals and agreements to Group/FIT Leads
- Maintain proper documentation of guest reservations in both soft and hard copy for references.
- Inputs accurate guest details and special arrangements to Micros Opera to update profiles of guests and to liaise with the front office team for arriving guests
- Arrange special requests of guests (i.e. Private dinner and tours, wedding proposals, milestone events, wedding arrangements, special bed configurations, meal requirements)
- Act as 'general information' of the property.
- Upsell and suggest products and services as well as existing promotions.
- Generate and update Group Summary Report
- Create Guest Reservation Details of arriving groups
- Assist Sales team, bookers, and decision makers in group detailing
- Representative of El Nido Resorts for annual local Trade Shows

Dusit Thani Manila

Practicum Trainee – Food and Beverage Division – Banquet Department and Tosca Italian Restaurant
600 hours of training, April – July 2014

The Latin Quarter Coffee Shop, University of Santo Tomas

Practicum Trainee – Barista, Cashier, and Service Attendant
100 hours of training, August 2014

CONVENTIONS, EVENTS, AND SEMINARS CONDUCTED

- **Annual Top Travel Agent Awards**, El Nido Resorts, Palawan, Philippines.
- **Annual Travel Agent Product Presentation**, Manila, Philippines
- **PARADIGM: Integrating ASEAN Diversity in the Hospitality Workscape**, 13 April 2015, Grand Ballroom, Buenaventura Garcia Paredes O.P. Building, University of Santo Tomas, España Boulevard, City of Manila, Philippines.

SUMMARY OF QUALIFICATIONS

- Impressive oral and written communication skills;
- Competitive background in Room Sales and Reservation, Corporate and Travel Trade Sales Operation and Account Management, Strategic Selling, and Guest Relations;
- Experienced in Micros Opera Reservation System, and Awan Sqiva Flight Reservation System;
- Knowledgeable in Events Management, Culinary, and Food and Beverage Management;
- Has a high sense of responsibility; highly flexible; results oriented; able to manage multiple task; can work well individually or in groups; a team player and can work with minimal supervision; has positive attitude towards work and can contribute creative, and innovative ideas which may be beneficial to the company.

PERSONAL BACKGROUND

Age: 21 years old

Date of Birth: February 16, 1996

Height: 168 cm

Weight: 240 lbs.

Citizenship: Filipino

Place of Birth: Manila, Philippines

Civil Status: Single

Religion: Independent Catholic

Languages: Fluency in English and Filipino

CHARACTER REFERENCES

- **Mr. Jose Marie Bernardino**
Group Director of Sales and Marketing
El Nido Resorts – Ten Knots Development Corporation
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- **Ms. Maureen Baraoidan**
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