



Ma Angelie Villoria

Restaurant Reservation Agent

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- The Gardens Dubai, UAE

Professional Summary

Dedicated and adaptable Guest Experience Expert with a strong foundation in customer service and valuable skill set in administrative tasks. Proficient in multitasking, organization, and effective communication, capable of seamlessly transferring administrative skills to ensure smooth operations and guest satisfaction in a variety of hospitality and service-oriented environments.

CORE COMPETENCIES

- MS Office Suite and Outlook
- Opera PMS
- Switchboard software (Avaya)
- SevenRooms Management
- Efficient admin support
- Attention to details
- Problem-solving skills
- Payment link system

Education

Bachelor of Science in Information Technology

Graduate (March 2012)
Bicol University, Polangui Campus, Bicol, Philippines

Experience

Restaurant Reservation Agent | The Ritz-Carlton, Dubai | November 2024- Present

- Handle incoming reservation requests via phone calls, email, and online booking systems.
- Provide guests with accurate information about the restaurant, including menu options, special events, and seating arrangements.
- Provide guests with accurate information about the restaurant, including menu options, special events, and seating arrangements.

Guest Relations Agent | The Ritz-Carlton, Dubai | August 2022- October 2024

- Serves as the central point of guest contact for both internal and external guests, and will build relationships through pre-arrival calls and emails.
- Responsible for the complete guest journey from pre-arrival through departure.
- Welcoming guests as they arrive at the property and making a positive first impression.
- Makes and/or modifies any hotel, restaurant, tour, and transportation reservations and encodes thru Hotel Management System.
- Maintain reservation files, for reservation changes, cancellations, billing, upgrading, etc. for all guests.

At Your Service Specialist | The Ritz-Carlton, Dubai | May 2021- July 2022

- Answered incoming calls from guest and assisting them with inquiries, issues, or requests.
- Maintained accurate and up-to-date guest records, including call logs, guest information, and issue resolution details. Provided accurate and up-to-date information about the hotel.

Royal Service Agent | Fairmont Fujairah Beach Resort | July 2018 – April

- Provided guest support through email, chat, and via phone calls.
- Made outbound calls for follow-up purposes, such as confirming appointments, addressing unresolved issues, courtesy calls.
- Documented guest feedback and suggestions to help improve services of the hotel.
- Handled restaurant reservations and concierge services for guests.

Technical Support Representative | AT&T Telecom Manila, Philippines March 2015 – June 2018

Customer Service Representative | XDE Logistic Company | Manila, Philippines May 2014 – October 2014

Varying jobs of increasing responsibility | Manila, Philippines | 2012 – 2014

References can be provided upon request