Janelyn Getigan

Dynamic professional in hotel management and customer service, leveraging strong organizational and problem-solving skills.

San Roque, Maribojoc
Bohol 6336
+639519978556
getiganjanelyn@gmail.com

EXPERIENCE

Oceanica Resort Panglao *"formerly South Palms Resort Panglao",* Bohol —Promoted to Sales & Marketing Reservation Associate

May 2022 – Present

- Lead on arranging services for guests' special service requests.
- Managed reservations, including availability, rate confirmations, room requests, arrivals, and billing relations.
- Cross-sold services between affiliated resorts and facilities.
- Maintained updated records of bookings and payments, including offset and online commission payments.
- Utilized excellent communication and problem-solving skills to manage B2B relationships.
- Conducted ocular inspections for travel partners, VIP clients, and returning guests.
- Provided comprehensive training for newly hired Front Office staff on company products, services, technical navigation of the hotel PMS, and standard operating procedures, including one-on-one sessions for personalized instruction.
- Contributed to the team's strategic initiatives to achieve monthly occupancy and revenue targets.

North Zen Villas, Panglao — F*ront Office and Reservations Coordinator*

May 2022 – September 2022

- Processed guest arrivals and departures, including payments.
- Oversaw guest registration and reservations.
- Managed accounting functions, including accounts payable/receivable and auditing.
- Provided tailored information and recommendations.
- Coordinated with hotel departments and maintained the lobby function board.
- Coordinated shuttle services and facilitated seamless guest transportation arrangements.
- Ensured supply readiness for shifts and resolved guest complaints professionally.
- Recorded and analyzed guest feedback for senior review.

SKILLS

Hotel Management Systems: Expert in Hotelogix and Opera management systems, proficient in technical operations, room reservations, allocations, data management reports, and cashiering.

Data Management: Advanced data entry skills, highly organised, with proficiency in databases, and spreadsheets.

Customer Service: Delivered excellent customer service through various communication channels (phone, email, live chat), adept at managing guest and partner needs.

Problem-Solving & Analytical Thinking: Strong analytical and problem-solving skills, able to handle high volumes of client inquiries professionally.

Communication: Excellent command of spoken and written English, skilled in maintaining clear and effective communication with clients and team members.

Samadhi Resort and Hydrospa, Bohol — *Assistant Chef*

October 2021 – April 2022

- Managed daily kitchen operations and stock levels.
- Assisted in food preparation, ensuring adherence to hygiene standards.
- Anticipated and resolved kitchen-related issues efficiently.

EDUCATION

Bohol Island State University-Main Campus

2019-2022

Bachelor of Science in Industrial Technology

Major in Food Technology III

Christ the King Academy

2012-2018

General Academic Strand Major in Accountancy

Achievements

North Zen Preopening Team

Recruited to the pre-opening team as a Front Office and Reservations Coordinator within three months, promoted to Reservations Representative in the Sales and Marketing team at South Palms Resort Panglao. Subsequently advanced to Senior Sales & Marketing - Reservations Associate at Oceanica Resort Panglao, expanding my responsibilities to manage reservations for all affiliated resorts within the company

Tzu Chi Foundation

As a volunteer at The Tzu Chi Foundation, a humanitarian Non-Governmental Organization (NGO) dedicated to providing disaster and poverty relief, I was chosen to visit Taiwan in 2018 to further the mission of the foundation and participate in international relief efforts.

LANGUAGES

- English
- Tagalog
- Bisaya
- Preliminary learning Korean

References

Available on Request