

1.If anything was possible, what would your dream job be, and why?

My dream job was to be a pharmacist or work that is related to an office job. Pharmacist because back when I was in high school, I saw myself having my own pharmacy and dealing with customers and providing their needed medicine. For office work, I also saw myself back then doing office work like answering phone calls, organizing files, data entry, attending meetings, working on the computer with the files needed, and most especially wearing office uniforms. Also, maybe because of the influence also by the television in my younger years that working in an office seems to be an elegant job.

2. Have you ever experienced a stressful situation in your past workplace (college if fresh graduate), what was it and how did you overcome it?

A stressful situation I experienced in my past workplace was during hotel's fully booked status, the check-out was 12 noon and check-in time was 2 PM. There are instances when the guest arrives before 2 PM, we'll inform them of the standard check-in time and let them leave their luggage if they want. By 2 PM when the room is not yet available, the guest is already upset and will complain since he/she wants to relax already. So, we really need to follow up with the housekeeping and inform them of the status in the lobby. If I am having a lot of complaints about the rooms not yet available, I would be honest with the guest about the cleaning status of the room and make sure that they are your priority. Sometimes, I offer complementary services to them while waiting and make sure to maintain composure despite the pressure I am facing. I make sure that I organized my work and make sure to have the first come first serve basis.

3. In your previous position, what task did you find most challenging and why? What task did you enjoy most and why?

The task I found most challenging in my previous position was during check-out time. When there are items lacking during the check-out process, we tend to have some misunderstandings especially if the guest will deny the lacking items. It causes delays and investigation sometimes during the process. While the task I enjoy the most is the data entry of all your guest's profiles. I really need to make sure that I attached the correct files, and encode the guest's profile correctly. I really have to double-check the number of occupants in the room and follow up with guests with a lack of information. I also make sure that I manage the rate of the room every day and the complementary services they paid for. I really need to be attentive to details since if there are some lapses on my part, there's a possibility that it will be charged to me.

4. How would your previous managers/coworkers describe you?

My previous managers and coworkers describe me as a serious person when I'm doing my job. If I have given a task, I tend to do it right away and finish it on time. I always make sure to do my job properly to avoid complaints and charges. They describe me as someone to lean on when doing a task because I tend to help them if there's a part that they don't understand. They called me "Math Wizard" since if there is some solving, they let me check on their work. But despite being serious most of the time, I am also bubbly and talkative during free time or when there is no task at hand. They loved talking to me about life experiences because I listened carefully and gave relevant advice. Lastly, they describe me as an appreciative person because they always saw me appreciate little things or small wins.

5. What personal or professional accomplishments are you most proud of?

The personal accomplishment that I am most proud of is that I am starting to go out of my comfort zone. I am already trying the things I am afraid of, for example now, applying for a job that I am not well-versed in. A job that I don't have any experience with at all. But I have to celebrate small wins since I am already here at the trial period and trying harder to become one of the Path Fam. For professional accomplishment, I was awarded the "Best Employee of the Year" in our department last 2019. I am really proud of myself because despite that it is not my line of job, I was still able to nail it. I must say that I really did my job to understand and execute the things that needed to be done to become an effective Front Office Associate. It's been challenging but I still always make sure to do my best in my job.