

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

If anything was possible, my dream job is to be a Cabin Crew or a Flight Attendant in any airline, may it be a domestic airline here in the Philippines or an international airline. As a student under the Hospitality and Tourism Industry, I believe most of us have dreamt or is still dreaming to be a Cabin Crew. Honestly, there are a lot of things that I can answer if you ask me why I want to be one, but let's make things brief and simple instead. One thing that I like about being a Cabin Crew is that you get paid to see the world. I mean, who doesn't want that? Most of the people still needs to save money for them to be able to travel but if you are a Cabin Crew, that's already your privilege. Also, you can experience every country's culture every time you get to visit each of them. And above all the luxurious stuff that you would get to have, it's still the "heart of service", I must say. As an HRM student, we were trained to serve people by anticipating their needs, make sure they are comfortable, and make sure to put a smile on their faces.

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?

Yes, I've experience so many stressful situations in my past workplace already. I was a receptionist inside the restaurant of a 5-star hotel in Cebu before and my task basically was to handle all the reservations, may it be advanced or not, welcome and greet guests when they enter and exit the restaurant, arranging table reservations during lunch, dinner, and during events. The problem most of the time is that because of high volume of guests, our restaurant is always full. Lucky for those who already have a reservation, but unfortunately, we are receiving a lot of complaints from those walk-in guests. Since I am the receptionist, it is my job to make them understand that because of the high volume of guests in the hotel and there are also guests outside the hotel that made reservations, I personally say sorry to them that we cannot accommodate them for that certain day. What I do is I refer them to other restaurants that we have on the hotel, or just reschedule their lunch/dinner on other dates if they want to, and most of the time they agree with my suggestions, and in that way, we were able to settle everything.

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

As a receptionist, I honestly don't find that job difficult at all because I can say that I really love it, and I enjoyed it well. So, I'll just share a different experience on my other previous job instead. That was when I am a Customer Service Representative under a Telephone Company account, which I think if you ask people that experienced working in a BPO, they will say that it is the most difficult of all accounts, which I think is true. It doesn't have to do anything with the tools that are used but it has something to do with the customers themselves. You are dealing with irate customers 99% of your shift every day. All the yelling and profanity that you will be hearing even if you just started the call with them. But I think, what they need aside from solving their problem is that they only need to be heard. So what you are going to do is to

listen, let them speak, let them say or speak out their feelings, and once they've already calmed down, that's the time that you instruct them on what to do and how to resolve their issues. Also, you need to do your best and make sure to assure each and everyone of them that you would be able to help them.

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

If you ask my managers/co-workers on all my previous jobs, I think they would all say almost the same thing. I am very hardworking and focused. I couldn't stand the fact that something is undone. I will make sure that I've finished everything if possible. I am very shy but back when I was still a receptionist, I became someone who is very bubbly, enthusiastic, and I like to get along with people. I am very close to my manager and my co-workers because I was an OJT their before I was absorbed as the receptionist, so we already had a bonding before that. I guess it really depends on if I'm comfortable with who I'm with. But I think my personality changed through time and as I entered the BPO industry. Yes, you would still have friends but it's very casual only. Most of time you will be alone, and you must always depend on yourself. So, if you were to ask my managers in the BPO Industry, I am still someone who is hardworking and focused. The only difference is that I don't have time to get along with people anymore. I learned how to be quiet, reserved, and to mind my own business.

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

My personal or professional accomplishments that I am most proud of is that I represented my college, Carlos Hilado Memorial State College for a Tour Package Proposal that was held in NORSU Dumaguete and won the Silver Medal out of all the schools here in Negros Island. I also had my OJT in Jpark Island Resort in Cebu, and I was absorbed by the management, so I got my first job there as well as a receptionist. And back on the BPO companies that I was with, I always maintain high grades on all our metrics. I always get commended by my managers of doing a really good job on every shift I have. Above all, it's not only about the achievements that I'm proud of but it's all about the experience that I acquired, the lessons that I gained, and the memories that I will forever take with me.