



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

My dream job would be an animal activist who just about owns sanctuaries for any animal. I was always fascinated with animals and growing up I had pets such as turtles and dogs, while I would also try to comfort and care for homeless animals. Now coming from someone who has six dogs, I have been more passionate and caring for my furry friends. I remember scrolling once through Facebook and a post went viral because of this beggar with a few of his dogs, you see these animals ask for nothing but just care and love, and that to me is one of the most wonderful things I've had to experience in this lifetime. The public usually recognizes animals that are domesticated only but I often think about those who are also in captivity. Mali the elephant from Manila Zoo, Lolita the orca from Miami Seaquarium which sadly are dead already are just basically animals out of thousands who are held against their will, animals that never experienced freedom and being with their kind. If people just had more compassion and understanding to feel what they go through, then the world would be a better place. I always thought if I just had all the money in the world, I would put up sanctuaries for these beloved animals and let them live the life they should have. Well, I still aspire to be an animal activist. The videos and stories on social media lead me to believe there is hope and that one day I can achieve this dream and be part of this community where I can help animals for the better good.

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, and it was checking in a group of employees under a company. As a previous front office associate, whenever there's a group booking, we are always put under pressure. Given that most times the booker for the accommodation is usually the event planner of the company, misplacement of guest names or suite types, additional extra persons, or requests are just some of the issues that I would expect not to mention the overlapping of guest questions from the group. To overcome this stressful situation, upon check-in, I first ask for all the IDs, double-check the guest lists, and let each guest sign just for me to make sure that all guests are present and assigned to their respective suites. After that, I would explain the hotel's policies and regulations, then I would ask questions about any additional extra persons or requests just so we can also prepare for guest needs and act with a sense of urgency. This manner has saved me time and I have been efficient in my duties.



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

The task that I found the most challenging was being a reservations officer. As a previous front office associate, we were also expected to do back administration work so that being said I was also responsible for doing the room inventory for our hotel reservation sites. It is quite challenging given that you can be the cause of over-booking, which is a frightening situation. Every time I do the inventory, I read every detail, and triple-check the number of rooms I'll be encoding to prevent over-booking and complaints from future guests. The task really requires attention-to-detail and thorough planning as every hotel property holds a certain amount to be able to accommodate guests. Moreover, the task I enjoyed the most was the check-in process, basically getting to know our guests, attending to their concerns and seeing a smile on their faces knowing that you've done a good job is an enjoyable and rewarding task in itself. I have learned to harness my communication skills, confidence and overall contribute to the company's productivity.

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

I think my previous coworkers would describe me as having a bubbly and attentive personality at work. When I work, I try not to see every situation as stressful as it is, I look at the positive side which in return creates a positive and uplifting mood with my coworkers. I make jokes on the side and have friendly conversations while at the same time, I see to it that I'm also doing my job. As someone who came from a fast-paced industry, I always make sure to be attentive to details since guests particularly know what kind of experience they would like to have. Instead of dwelling too much on the pressure of working, I make it a joyful experience for the rest. I feel like working is not just about being able to get the job done, it's also meant to create strong relationships, build trust and share one's achievements. In general, I'd like to view work as something productive and joyful at the same time.



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

A professional accomplishment that I'm most proud of would be helping a certain guest settle her group's accommodation for her wedding. Wedding preparations, as we know, are hectic and stressful at the same time. By helping this guest, I was able to get a glimpse of how big the wedding was, now she was looking for more rooms and I happened to be on duty at the time. I thoroughly explained all our suites and details, then she was interested enough to give me her guest lists as she proceeded to give me the right to choose and assign every guest to their perspective suites so we could close the deal. I took my time, thought of their preferences from a small given detail, and before I knew it, we were already closing the deal. To see our opinions matched, with the deal closed and the guest relieved, brought a rewarding feeling to my end. A few days before her wedding, she gave me a bottle of Sangria and chocolates which brought a big smile to my face knowing the deal was a job well done.