



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

If anything was possible, my dream job would be a pilot. When I was little, I would often ask my parents to get a toy airplane for me if they had cash to spare. Also, when I was younger, I used to wave at airplanes as they flew by, thinking that someone was looking at me. One of the reasons why being a pilot is my dream job is that it is a high job with the benefit of traveling the world for free. You will get the chance to see the world differently day and night. The dazzling city lights during the night and the blue waters during the day make you wonder how beautiful the world can be. I have also seen their uniform and imagined how it would look on me. Since I was a kid, I have always dreamed about those things, and even today, all I can do is imagine how my life might be if I had the chance to pursue that career. I can confidently say that I won't have to work a day in my life because I'll be doing my ideal career!

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?

When I previously worked as a call center agent, there were indeed a lot of stressful situations. One of which is handling an irate customer. There is this one customer who wanted a refund since he has a lot of complaints about the hotel where he is currently staying. However, due to some restrictions set forth by the terms and conditions on the booking that he made, we cannot give him the full refund and it will be processed within 5 business days. We were on the phone for more than an hour since the customer wanted a refund right away to book a new hotel. The issue was escalated, and he wanted to speak to our manager. What I did was I explained and read to him the terms and conditions of the booking that he made since it was their responsibility to make sure that they understood it before they made the booking. I also give the customer an option to transfer to a different hotel as long as the price is the same or much lower than the hotel he is currently staying. He agreed to it and in the morning, they will be transferring to a different hotel. One of the lessons I learned in that situation is to be calm, take a deep breath and think of all the possible solutions to the customer's problem not focusing on the energy he is throwing at you.



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

In my previous position, the task that I found challenging the most was when doing Relocation or transferring a guest. I have difficulty finding cheaper property when it is on the day of the reservation because as we all know all property is very expensive when you book on the day of the reservation. Meanwhile, the task that I enjoy is when the guest calls and wants to cancel their reservation due to some medical concern especially during the pandemic. If there is no cancellation fee you can directly cancel the reservation and the guest will receive an email within 24 hours, if it has a cancellation fee you will call the hotel and ask if they can waive the fee and if they will agree to waive it then you can cancel the reservation. This task will only take about 10-15 minutes and you save time to do more tasks. More tasks mean more productivity.

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

They would describe me as a very hardworking, positive, friendly, and punctual person. I always believe in a saying that if you are late once you will be late for the rest of your life. That is why I always value time and make sure to be in the office at least 30 minutes before my shift. I would anticipate unforeseen circumstances such as road accidents or hassles. I also ask questions a lot since I am new to the industry, and I want to learn how to handle things differently and effectively. Also giving that positive vibe inside the production floor to radiate positivity within your colleagues, especially when they are handling escalated calls which you cannot avoid. In that kind of environment, you help yourself and your colleague grow. Being that ray of sunlight and being friendly will make a huge difference. Setting a good environment where you prioritize productivity and teamwork while being on top of your calls and tasks.



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

The personal accomplishment that I am most proud of is playing volleyball in Manila professionally. One of my dreams as a volleyball player is to play in a big league here in our country. Playing against high-caliber athletes, your capability as a player is measured where you are currently as a volleyball player and what else you can improve to be on top of your game. All the hard work that I put in since I was in high school until now has brought me to where I am now. I was also once invited to try out for the Philippine National Volleyball team where only a few players were invited. I have also played in different parts of the country for free and you are paid a good amount of money. With this talent, I have the opportunity to study at a beautiful university and get my degree in Electronics Engineering. I am also proud that I got to sustain myself during my college days that lessened the headache of my parents financially. I still have a lot to achieve, I just have to take it one step at a time!