



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

If anything was possible, my dream job would be working in the aviation industry as a Flight Attendant. I completed Bachelor of Science in Tourism Management course in college and graduated as Cum Laude. My achievements in college show how committed I am to reach my goal and that is to be a Flight Attendant. It was my dream job because Flight Attendants are well compensated and aside from that, they are given the opportunity to see and experience a lot of amazing places for free. Also, part of the job is to provide quality customer service, which is one of my passions. However, after I graduated, I have come to realize that my dream job is too far for me to reach because I wasn't financially prepared to take the training. Even so, I have started to like and enjoy my work after college and that was being a Front Office Associate in a hotel in Cebu because that also aligns with my passion.

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 have experienced a lot of stressful situations in my past workplace. I have worked in the customer service industry for more than 5 years now and I have been dealing with a lot of people with a lot of differences in terms of nationality, culture, and personality. While working in customer service, I was able to develop a lot of patience, especially when dealing with irate customers.

I was able to overcome stressful situations by applying the lessons and advice my seniors had provided. Also, I make sure to provide ethical solutions with my ability in decision making and problem solving. I was able to apply and understand the importance of empathy and good communication because it helped me to establish friendlier relationships with customers, identify their needs and, manage conflicts better — in turn, this helps to increase customer satisfaction. I am grateful for those stressful situations that I managed to overcome because I realize how effective and efficient I am in the customer service industry.



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

There are a lot of challenging tasks in my previous position. As a Sales Administrator in one of the largest real estate companies in the country, it was really a challenge for me to maintain a good performance throughout my work while multitasking. Working as a SA, my responsibilities are answering or responding to phone and email queries, attending to walk-in clients, conducting briefings to new clients, monitoring the document submission of clients, providing follow-ups for document compliance, and most importantly ensuring monthly contracted sales targets were met.

Although my previous position can be overwhelming, I did enjoy my experiences with my colleagues because they made work manageable. I developed a strong bond with my colleagues because they became more of a family to me. We value spending quality time with each other by going out after work and sometimes going on vacations. Aside from that, I also appreciate the quarterly company events. Those events are essential for teambuilding, and it enables the employees to showcase their talent and creativity.

4. How would your past colleagues or managers describe your work ethic?

Regarding work ethic, my colleagues or managers often describe me as goal-oriented and cooperative.

During the annual evaluation, I make sure to receive positive feedback from my evaluator. My department head and evaluator would praise me for my performance because I was able to reach the monthly contracted sales target. One of my personalities is once I establish a specific goal, I will do my best to achieve it by working wisely.

I ensure to maintain a positive attitude in the workplace and that is one of the reasons why I had an amazing experience with my colleagues. I work professionally and having respect for anyone is on top of my non-negotiables. I tend to be more productive and find solutions instead of focusing on problems.

I was able to do my job efficiently because of the work ethics that I have been implementing. I will make sure to uphold these work ethics throughout my career.

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



Last month, I finally realized the importance of exercise and why it is important to stay fit and healthy. In line with that realization, I challenged myself to jog for 1 hour every day for 1 month. I am proud to say that I accomplished that challenge yesterday and I will consider it as my personal accomplishment.

As for my professional accomplishments, I am proud to accomplish monthly targets from my previous job. I am also proud to be given an award for Best in Customer Service at our last company event. But what I am most proud of is the skills and knowledge that I have acquired from my previous job. My experiences from my previous job helped me to become more responsible and reliable. I was able to develop my character professionally. It prepared me to handle a lot of situations wisely and aside from that, I was able to acquire confidence in dealing with stressful situations.