



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

If anything was possible, I think I would go with my dream owning a cafe. It started when I was really bored at home during quarantine, early pandemic days. I spent most of my time watching videos on social media and was really inspired by how they present their dishes online. It was pretty and cute and I wondered what it would taste like in person. After pandemic I visited multiple cafe's and got more enthusiastic about the idea. I wanted to be a baker and a barista and am now actually trying to start a different hobby. I liked the idea that I can create delicious and appetizing foods, especially sweets since most of my relatives enjoy it when I prepare food for them. I've also been into interior designs particularly how cafe's are built, with cozy atmosphere where you can relax or do your work. Spend time with family, friends or a special someone while sniffing the fragrance of coffee which is one of my favorite scents.

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?

One of the stressful situations that I encountered in my past workplace is that when there is a new update, most of the time it will be as soon as possible or on the spot. I encountered one call where a new product was introduced early on at the local restaurant because they have a seasonal product and was only available on that particular area but we were not yet informed. I was confused and was not really sure what to do but I tried to calm myself on call as the customer on the other line is also getting confused as to why the product was not available on our end. I then asked my workmates about the update which they also don't have any idea on. I called the local restaurant and finally confirmed, got back to the customer to inform them and transferred her directly to the restaurant. After that I informed my workmates about the sudden update which they also confirmed with the client and informed us that they were still working to add it on our system.



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, I remember it around my first month in nesting. I received a call from a frustrated customer because her order was not prepared correctly and most of the items were missing upon delivery. As I was not accustomed to dealing with this kind of customer yet I panicked, apologizing while also explaining to them what happened. I checked the order on my end and scanned if the items were on the system. After that referred them to the restaurant so that they can correct the order. Contrary to that, what I enjoyed most was whenever a kind customer calls in. They already know what to order and does not really have much customizations. They are also easy to talk with since they already know our processes and have no problem with it. They also try to show us that they are grateful for what we do for them.

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

My past colleagues or managers see me as a competent co-worker, whenever there is a goal set I always manage to achieve it and I also make sure to exceed their expectations. They know that I like to be included in events where my achievements are appreciated. I am also honest with myself and I highly value what I believe on. Whenever we had meetings, I always try to suggest on what we can do in order to reach the target scores for the team. I always do what is right and really sticks to the rules which is why whenever there are newbies our managers ask for my assistance to help out with the questions and possible difficulties the new hires will encounter. Despite that, I am a laid-back person outside the company. I'm close with my workmates and managers. We built friendships after working with each other for years. We often eat, spend time outside and go to trips whenever we had the time.



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

On my last job I am always included on the top performers of our account. I always make sure to exceed the expectations that my manager has set for me. We always keep track of my record if I stay consistent with my scores weekly and whenever I see that I lack on one aspect I practice and work on it to reach my target numbers. I always received incentives and get invited on events like our quarterly and monthly top performers dinner or program. Our managers also give items for those top performers and I'd say I have collected quite a few. I take it seriously whenever I set myself a goal and try to be consistent with it. I was not ambitious back when I was still at school and I only go with the flow, not wanting to be noticed so now that I have finally become more confident on what I can do I take pride on it.