

Ms. Debbisha Sariman

C/- Rose Sariman
National Statistical Office
P. O Box 337, Waigani,
National Capital District

Mobile: 7532 5081 | 7906 8290 | 7250 4090

Personal Details

Date of Birth : 12th March 1993
Gender : Female
Marital Status : Married
Province : Central Province
Nationality : Papua New Guinean
Religion : Christianity
Denomination : Lutheran

Work History

1st Feb'22 to Present, Assistant Front Office Manager—Loloata Island Resort Limited

Job Responsibilities;

- Manage both reservations and front office operations daily
- Prepare and compile employee timesheets and rosters on a weekly basis
- Attend to weekly management meetings
- Prepare and submit weekly/monthly rooms revenue report to General Manager & Financial Controller
- Manage Online Travel Agents (Booking.com, Agoda, Expedia, Resort-Website) Accounts
- Conduct department trainings whenever necessary/required
- Conduct interview and hiring of candidates for the department
- Assisting Finance Department in reconciliation of guest accounts/bills

10th Nov'2020 to 31st Jan'2022, Front Office In-Charge—Loloata Island Resort Limited

Job Responsibilities;

- Carrying out job responsibilities of a Front Office Manager such as managing the team, conducting department meetings, preparing timesheets and duty rosters, attending to meetings, preparing management reports as and whenever required, hiring staffs, training staffs are some of the few mentioned

08th July'2019 to 10th Nov'2020, Reservations Supervisor—Loloata Island Resort Limited

Job Responsibilities;

- Conduct staff training on department SOP's
- Manage Online Travel Agents accounts
- Prepare daily guest arrival and departure list and disseminate to all departments
- Coordinate all land and sea transfers for departure/arrivals with our logistics team
- Assist the Front Office Manager in managing the team

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4th April'2019 to 01st July'2019, Reservations & Sales Executive—Citi Group PNG Ltd

Job Responsibilities;

- Responsible for fulfilling reservation request based on room availability and customer preference
- Responsible for maintaining rate parity across all bookings (Website, Online Travel Agents or OTA, Agents, etc.)
- Attending to daily enquiries via email, telephone, Online Travel Agents, website and 'in person' enquiries
- Responsible for ensuring our top corporate clients such as OTML and Hides Gas Limited booking request for accommodation and transportation are attended to on time.
- Responsible for all conference and event bookings made and compiling sales reports monthly
- Analyzing sales reports and forecasting on upcoming events
- Deliver sales report to management in a timely manner
- Provide support to Accounts Department in terms of following up on outstanding bills from clients
- Responsible for collecting payments for current bookings made as well as for outstanding bills in AR
- Responsible for ensuring management are aware of all events happening and scheduled to occur.
- Responsible for ensuring the Food and Beverage Department are aware of specific booking requirements and that they are fully met

15th Dec'17 to 03rd April'2018, Midnight Auditor—Citi Group PNG Ltd

Job Responsibilities;

- Responsible for performing the typical front desk functions such as guest check-in and check-out, reservations, responding to guest complaints, coordinating housekeeping request, and handling any emergencies that may arise.
- Responsible for balancing the city ledger and the advance ledger.
- Responsible for ensuring the accuracy of all financial information and gathering all needed paperwork to complete audits.
- Responsible for ensuring all arrivals and departures are sorted out prior to conducting roll-over procedures on the PMS (Opera PMS)

02nd Nov'17 to 14th Dec'2017, Front Office Attendant—Citi Group PNG Ltd

Job Responsibilities;

- Welcome and greet guests.
- Carry out duties of a Telephone operator.
- Ensure proper rooms are allocated daily and confirm relevant guest details before check-in.
- Maintain clear and accurate records of guest room bookings.
- Responsible for ensuring all guest bills are posted accurately and in correct accounts.
- Provide general assistance to guest enquiries or queries concerning hotel products and services and/or bookings via telephone or in person.
- Liaise with necessary staff including housekeeping and maintenance to address problems or complaints made by guest.
- Enforce rules and policies of the hotel/company.
- Maintain a neat and orderly front desk and reception area.

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Education Background

The National Polytechnic Institute of Papua New Guinea, MP Year 2016

- Diploma in Hospitality Management

The National Polytechnic Institute of Papua New Guinea, MP Year 2014

- Technical Training Certificate in Tourism & Hospitality

Gordon Secondary School Port Moresby, NCD Year 2012

- Grade 12 Higher School Certificate

Other Achievements

- Manager on Duty—Citi Boutique Hotel & Serviced Apartments: 2018—2019
- Certificate of Recognition (Top Graduating Student in Diploma in Hospitality Management) - 2016
- Vice School President of The National Polytechnic Institute of PNG—2016
- Certificate of work experience (Lae International Hotel) - 2014

Skills

- Sound knowledge in event coordination
- Sound knowledge in MS WORD, MS EXCELL, MS POWERPOINT and MS OUTLOOK
- Sound knowledge in Property management systems such as OPERA PMS, WEBREZ PRO, IDS NEXT
- Fast Learner and has the ability to multi-task and prioritize
- Effective verbal and communication skills
- Professional appearance and attitude
- Planning and organizing
- Team player/team work
- Excellent negotiation skills
- Customer service oriented

Reference

1. MR. UDAY KUMAR

General Manager
Loloata Island Resort Limited
Telephone: 71088000
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2. MR JOMMEL CASAS-MONTALES

General Manager
Citi Group Limited
Citi Boutique Hotel & Serviced Apartments
Mobile: 70430334
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3. MS. RENET VANUA,

Class Patron, NPIPNG
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4. MRS ROSA MANUA

Deputy Director, Student Service
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