



TONI LOU C. MANALO


Executive Assistant


Professional Summary

Dynamic operations specialist with 18 years of experience in hospitality and customer service, excelling in team leadership and strategic planning. Recognized for exceptional attention to detail and adaptability, I am committed to delivering high-quality experiences. Multilingual and skilled in client relations, I aim to leverage my extensive background as an Executive Assistant in a new industry.


Work Experience

- | | |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| April
2023
-
Present | Reservations Specialist
SC Reservations IHG Hotels and Resorts, Philippines <ul style="list-style-type: none">• Build loyalty by offering creative solutions and efficient, friendly service that meets diverse guest needs.• Expertly manage time and multi-task across web-based systems to optimize the guest experience. |
| Nov
2021
-
Nov
2022 | Operations Associate - Man Can
First Advantage Philippines Inc. <ul style="list-style-type: none">• Conducted background verifications and engaged with entities for document verification, ensuring accuracy and compliance.• Leveraged language skills for translation tasks, improving communication with clients and expanding role capabilities.• Trained in advanced verification protocols and adhered to quality standards across operations. |
| Mar
2021
-
Oct
2021 | Customer Service Representative
Simply Energy Stellar Philippines <ul style="list-style-type: none">• Assisted customers with debt management solutions, providing support through active listening and empathy.• Delivered consistent customer service by meeting or exceeding call center metrics, contributing to client retention. |
| May
2018
-
Sep
2020 | Assistant Food & Beverage Manager
Hilton Manila, Philippines <ul style="list-style-type: none">• Contributed to the successful pre-opening of 6 F&B outlets, overseeing staffing, training, and opening logistics.• Collaborated with chefs on menu development and managed financial aspects, achieving productivity targets.• Delivered hands-on team training, driving a standard of excellence across all guest interactions and operations. |

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Paranaque City, Philippines 1701

Education

**Bachelor of Science -
Hotel, Restaurant and
Institutional Management**
De La Salle - College of St. Benilde
2000 - 2004

Skills

- Organizational
- Project Management
- Customer Experience
- Critical Thinking
- Problem Solving
- Google Workspace
- Microsoft Office

Language

- English
- Filipino
- Mandarin
- Cantonese
- Fookien
- Waray (Philippine Dialect)



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Executive Assistant

References

Joel Ng

**Asst. Director of Food & Beverage
at Shangri-La Hotels and Resorts**
Phone: +63-917-7228439
Email: joel.ng@shangri-la.com

Dennis Leslie

**Director of Food & Beverage
Operations - Hilton Pattaya**
Phone: +66-916-815812
Email: dennis.leslie@hilton.com

Ruth Anne Baula

**Team Manager - SC Reservations,
Intercontinental Hotel and
Resorts - Philippines**
Phone: +63-947-2110587
Email: dennis.leslie@hilton.com

Work Experience

Dec
2015
-
May
2018

Restaurant Manager

Jasmine - New World Makati Hotel

- Led daily operations for a 200-seat Chinese restaurant, focusing on customer relations and team management.
- Conducted marketing initiatives to increase revenue and maintain high standards of service quality.
- Implemented financial controls and tracked productivity to support profitability and growth.
- Achieved being on Tatler's Best 10 Restaurants for 2 consecutive years

Core Competencies

- **Customer Relations:** Skilled in rapport-building, active listening, and conflict resolution, ensuring high guest satisfaction.
- **Operational Leadership:** Proven ability to manage, train, and develop large teams, meeting performance standards and efficiency targets.
- **Analytical Skills:** Strong background in financial analysis, budgeting, and performance management to drive productivity and cost efficiency.
- **Multilingual Communication:** Fluent in English, Cantonese, Mandarin, Fookien, and Filipino, enhancing ability to engage diverse clientele.
- **Technical Proficiency:** Proficient in Microsoft Office Suite, Google Workspace, POS systems (Infrasys, Micros Fidelios, E-horse), and CRM software (Gensys App and Cloud, Taleo, Workday).