



# LINETTE MAALIHAN

## OBJECTIVES

To obtain a position, in which I am able to fulfil a direct role in the unlimited growth and success of the company. I am also looking to improve my experience and expand the knowledge and people skills that I can bring and share to this diverse industry.

## Work Experience

### GROUND ATTENDANT

SEPT 09, 2022- JUNE 16, 2023

### (Passenger Service Assistant)

Philippine Airlines - MacroAsia Corporation  
Parañaque City, Philippines

- Provide excellent customer service by assisting passengers with check-in, boarding, and connecting flights.
- Provide clear communication to passengers regarding safety and security of passenger's flight updates.
- Managed efficient high class customer service skills.

### F&B, Concierge/Receptionist & Housekeeping Dept. (College Internship)

Holiday Inn Express  
New Port Manila

- Responsible for delivering food and beverages to customers.
- Assisted guests with recommendations and inquires.
- Worked collaboratively with kitchen staff, host/hostess, bartenders and other departments to coordinate guest services and ensure a seamless guest experience.

## Seminars & Trainings

- TOEIC English Test - **Advance (860)**
- AMADEUS E - Learning, Reservation Essential: Training Passer
- NCII Holder in Front Office Services - **(19041002014125)**
- NCII Holder in Food & Beverages Services - **(19041002018001)**
- PTC- MILCOM Aviation Training Center
- AHA Hospitality Professional Certificate
- AHA Managing Diversity In a Multicultural Workplace Certificate

**📍 Batangas City - Philippines**  
**✉ linettemaalihan6@gmail.com**  
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**Nationality** Filipino  
**Date of Birth** 09/06/1999  
**Age** 25 years old  
**Gender** Female  
**Height** 166 cm/ 5'6  
**Weight** 59 kg

### SKILLS

- Adaptability in maintaining good relationship with work colleagues and supervisors.
- Ability to consistently innovate good service work.
- Detailed oriented and observant.
- Excellent communication and customer service skills.

### EDUCATION

#### Bachelor of Science in International Travel and Tourism Management

Lyceum of the Philippines University - Batangas City  
2018- 2022

## References

### MR. GLYPSTONE SIMBRE

Philippine Airlines MacroAsia  
Ground-Staff Supervisor  
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### MS. CATHERINE P. AGULTO

Holiday Inn Express Newport Manila  
Internship Manager  
**Phone:** +63 9175596174  
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### MRS MA FE MEÑEZ

Associate Dean, CITHM LPU Batangas  
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I hereby certify that the above information is true and correct according to my knowledge and belief.

*Maalihan*

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