

ROSE NAVARRO TOLENTINO

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Objective :

Compassionate and dedicated individual seeking an entry level position as a Disability Support Worker. Eager to utilize my interpersonal skills and strong passion for helping and supporting others to make a positive impact on the lives of individuals with disabilities.

Education : On- going training of Certificate 111 Individual Support (Disability)
North lakes/Ashley Institute of Training, Discovery Drive North lakes, QLD.

Certificate in Caregiving at Asian Institute of Health Care
#65 Camaro St, West Fairview, Quezon City, Philippines

Bachelor in Elementary Education at Lyceum of Aparri, Cagayan
Philippines. - June 1997 to April 1991.

Volunteer - YMCA BREAKFAST CLUB PROGRAM - DAKABIN STATE SCHOOL QLD.

Feb 2024 to present.

- Providing a warm greetings to the students in the morning
- Assisting teachers/school staff making nutritious breakfast for the students, making them understand the importance of eating a healthy breakfast and giving them an opportunity to learn manners.

Work experienced:

- ROOM ATTENDANT @ NOVOTEL TAINUI HAMILTON, NEW ZEALAND
March 2021 to January 9, 2024.

- Greetings/provide efficient, friendly and professional service to all guests and making them experience positive. Cleaning guest rooms, storage areas, corridors as allocated, ensure guest supplies and advertising material in bedroom,bathrooms are replenished to the correct standards for room type. Established standards of cleaning and presentation to meet guests needs and exceed their expectations. Taking a positive problem solving approach with guest problems and concerns,reporting to managers on duty if difficult issues.
- Assisting with regular equipment stocktaking maintaining to high standard.Conduct training new housekeeping staff on hotel policies and cleaning procedures. Attending training programmes/online training to improve skills and knowledge. Respond quickly to guest requests for immediate cleaning. Reporting lost property, broken or damaged equipment to the manager.

**- MOTEL HOUSEKEEPING @ ARGENT MOTOR LODGE, Lorne St, Melville
New Zealand - Nov. 27, 2013 to Feb 15, 2021**

- clean and comfortable “Home” environments by performing duties including cleaning and sanitizing rooms, mirrors, showers, windows, vacuuming, dusting hallways, storerooms and gardening. Greetings/Assisting the guest by providing detailed information, resolving their complaints and putting smiles on their faces.
- Make up beds and change linens as required, Wash curtains, cushions and blankets. Maintaining the laundry area tidy, sort, fold, wash, load and unload laundry. Re-stocking trolleys with supplies needed before proceeding in the rooms and after work. Receiving deliveries for motel supplies unpacked and stocking them in shelves
- Answering phone calls, guests enquiry and relate it to the manager. Buying groceries for motel supplies

Skills :

- Excellent communication and active listener
- Ability to assist with personal care and daily living activities
- Understanding Disability support principles and practices
- Empathy and patience in dealing with individual Disabilities
- Strong Teamwork and collaboration abilities

Qualifications:

Australian Wide First Aid (HLTAID009, HLTAID010, HLTAID011) - March 20, 2024

Blue card and Yellow card - Expiry dates March 15, 2029

Police Check - taken March 22, 2024

Drivers Licence - expiry date January 1, 2027

Flu vaccine - taken April 4, 2024

Covid vaccine - 4 DOSES

Comprehensive car with access

Worker Orientation module (Quality, Safety and You) Certificate

