

RESUME

OF

John A. Citizen

PERSONAL DETAILS

Address: 1 Australia Street
Sydney NSW 2000

Phone: (02) 9999 9999

DOB: 1 January 1965

SUMMARY OF SKILLS

- 15 years experience in the hospitality industry
- Experienced in all facets of hotel service including concierge, front desk reception, porter, waitperson
- Excellent customer service skills
- Well developed communication skills
- Self motivated
- Eye for detail
- Problem Solving skills
- Conflict Resolution skills

EDUCATION

2003-2006 University of New South Wales
Course: *Diploma In Hospitality Management*

1999-2002 University of Wollongong
Course: *Bachelor of Arts*
Major in Communication

1995 BAR INTERNATIONAL HOSPITALITY
Course: *Responsible Service of Alcohol*
Responsible Conduct of Gambling

1993 Loftus TAFE
Completed: *Certificate IV in Hospitality*

EMPLOYMENT HISTORY

Jan 2000 – Current

International Hotel - Sydney

Positions: *Concierge*

Duties:

- High level customer service
- Attending to hotel guest's needs
- Managing hotel employee operations
- Ensuring timeliness and quality of hotel service
- Liaising with management
- Staff supervision
- Staff Training

Jul 1995 – Dec 1999

Beach Side Hotel & Apartments – Port Macquarie

Position: *Hospitality Useful*

Duties:

- Customer Service
- Front desk reception
- Check in – check out
- Assist hotel guests with baggage
- Valet service
- Room service
- Restaurant waiting
- Drinks service

Dec 1988 – Jul 1995

Rendezvous Apartments – Surfers Paradise

Position: *Hospitality Useful*

Duties:

- Carrying baggage
- Making rooms
- Restaurant service
- Room Service
- Front desk reception
- Waitperson

REFEREES

John Smith
Manager
International Hotel – Sydney
(02) 9888 8888

Robert Down
Manager
Beach Side Hotel & Apartments – Port Macquarie
(02) 6666 6666