

**Career aspirations: seeking a customer service position within the hotel and hospitality management industry**

## **Skills, knowledge and experience**

**Restaurant/bar:** daily dinner service, bar management, excellent knowledge of wines

**Events:** scheduling, booking, coordinating, running conferences for businesses, experienced in public relations and working to specific budgets

**Front desk:** experienced in reception duties, making reservations, ancillary and concierge duties, dealing with guests

**Food:** coordinating delivery, calculating income, compiling statistics for daily food requirements

**Computer skills:** Microsoft Outlook, Excel, Word and Internet

**Languages:** fluent in English, good knowledge of German, basic knowledge of Chinese

## **Work history**

**2005 – present**                      **Staff Manager**  
**Musterhotel Beipielstadt (4 Stars, 423 Rooms)**  
HR support, coordinating employees

**2002 – 2005**                      **Waiter**  
**Beispielbar Musterstadt**  
Banqueting service

**1998 – 2002**                      **Receptionist**  
**Neues Hotel Neustadt**  
Handling cash and credit card transactions, making reservations, making telephone calls, receiving guests, dealing with enquiries, dealing with difficult guests

## **Qualifications**

### **Certified Wine Adviser**

Passed an exam approved by the german "Institut für Weinbewertung"

**2003**

### **Catering Trainee**

Course consisted of practical and theoretical training in serving dishes and advising guests

## **Honours**

**March 2003**

Winner of Customer Service Super Prize

**April 1999**

4<sup>th</sup> prize in Restaurant Trade Muster Competition

**Dr Belinda Beispiel**

**Manager**

**Beispielbar**

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