

Andrea Carrillo

- Mobile Phone: 0449 672 240
- E-mail: andrea.carrillo@student.bluemountains.edu.au
andre.carrillo94@gmail.com

PROFESSIONAL EXPERIENCE

Food and Beverage Team Leader and Supervisor | RACT- Freycinet Lodge | Tasmania- Australia

**[Sept. 2016-
March 2017]**

- Team Leader in both Food and Beverage Outlets; Richardson's Bistro and Bay Fine Dining.
- In charge of providing training to new staff
- Responsible of openings and closings; cash up, set up, organizing team shifts and floor plans
- Deal with complaints and solved them
- Managed big functions
- Trained on bar basics techniques
- *Cross training in Reception; check-in, check-out, welcome guests*

Food and Beverage attendant- Conference and Event Department| Fairmont Resort | Leura- Australia

**[July 2016-Sept.
2016]**

- Support during big group events, as well as private dinners
- Help to set up events depending on the guest's requirements. For example, set up tables according to how many pax
- Practice in Canapés, Banqueting and Buffet service

Cross Training Internship | Casa Gangotena Boutique Hotel & Mashpi Lodge Administrative Office| Quito- Ecuador

**[Sept. 2015-
Dec. 2015]**

- *Food and Beverage*
 - Trainee as a service attendant in Cedron Restaurant with a la carte menu
 - Support the service team during events
 - Apply and develop basic service techniques in the venue
 - Manage the delivery of amenities in each hotel room
- *Sales and Marketing*
 - Investigate and develop a new data base of travel agencies (National and International) and tourism agencies
 - Chart the hotel revenue results per month, and changed it depending of upselling and downselling
 - Support during hotel presentations to new travel agencies
- *Human Resources*
 - Assisted the Human Resources Manager in the recruitment process of hiring new staff
 - Developed a procedure manual with the Human Resources Manager

**Food and Beverage attendant | “El Cafe de Vaca” Restaurant
| Quito- Ecuador**

**[Aug. 2014 –
January 2015]**

- Responsible of one or two table sections
- Trainee in Barista techniques. For example, how to prepare a cappuccino
- Resolve customer problems in a proactive manner
- Coach to be one step ahead of customer requirements and fulfil their expectations

EDUCATION AND TRAINING

Bachelor of Business in International Hotel & Resort Management. 2016 – Current
**Blue Mountains International Hotel Management School At
Torrens University**
Leura, New South Wales

Bachelor of Hospitality and Tourism Management + Glion 2012 –Current
Certificate
Universidad De Las Américas
Quito-Ecuador

Certifications

Responsible Service of Alcohol RSA Certificate NSW April, 2016
Glion Certificate in Hotel Operations. April, 2016
Cambridge English Language Assessment (Cambridge ESOL)- PET June, 2010
Certification.

LANGUAGES

English and Spanish Fluent
French Basic

SOFTWARES SKILLS

-
- Micros Pos System, Opera PMS System, Microsoft Office, Adobe Illustrator.

VOLUNTEER ACTIVITIES

Marketing Director- School Representative Council (SRC)- June, 2016
**Blue Mountains International Hotel Management School At
Torrens**
Leura- Australia

Cecilia Rivadeneira Foundation. 2015- 2016
Quito- Ecuador

REFEREES

Mr. Andreas Huck
Rooms Division Manager | Freycinet Lodge
a.huck@freycinetlodge.com.au
0473 350 553/ 0362 567 222

Mr. Matthew Heaps
Food and Beverage Manager | Freycinet Lodge
m.heaps@freycinetlodge.com.au
0430 374 467/ 0362 567 222

Mr. Carlos Negamine
Conference and Event Manager | Fairmont Resort
carlos.nagamine@fairmontresort.com.au
0447 8 50 088/ 0433 706 290

Matthew Heaps
Freycinet lodge
Freycinet National Park
Tasmania
0430 374 467
m.heaps@freycinetlodge.com.au

March 11, 2017

To whom it may concern

It's my absolute pleasure to recommend Andrea Carrillo for a Food and Beverage Supervisor/Restaurant Supervisor position.

Andrea Carrillo worked for me as a casual Restaurant Host/Supervisor at Freycinet Lodge for the duration of her stay.

I was thoroughly impressed by her natural skills, aptitude and attitude in the work place across multiple areas, Andrea stood out amongst my team able show dedication and a commitment that warranted her progression along the lines. As a result Andrea is capable of performing duties such as Cash Up, Organising Team shifts, Locking up Venue, Utilising micros as well as being able to confidently deal with conflict resolution situations in a restaurant environment.

Along with her undeniable talent, Andrea has always been an absolute joy to work with. She is a true team player, and always manages to foster positive attitudes and bring the best out of other employees.

Without a doubt, I confidently recommend Andrea to join your team. As a dedicated and knowledgeable employee and an all-around great person, I know that she will be a beneficial addition to your organization.

Please feel free to contact me at m.heaps@freycinet lodge.com.au should you like to discuss Andrea's qualifications and experience further. I'd be happy to expand on my recommendation.

Regards,

Matthew Heaps

Food & Beverage Manager Freycinet Lodge