
Unit 115,209 Harris Street,
Pymont, NSW,2009

To Whom It May Concern:

I am currently studying in the Blue Mountains International Hotel Management School, Australia. I have a passion in the field of hospitality and customer service, and am positive that I will be a valuable addition in your team.

I have passable experience in Front Office Department and also in the Sequence of Service from Pre-Arrival to Departure. From greeting the guests to checking them in their rooms in a efficient but friendly manner is something I excel in.

My strengths in particular are:

- Greeting the guests and up selling rooms
- Providing a welcoming experience to the guests
- Cash and Credit Handling
- Resolving customer complaints
- Going Above and Beyond to improve the guests experience
- Maximizing Room Occupancy and Average Daily Rate
- Night Audit

To further acquaint you with the specifics of my background, I am enclosing my CV along with the contact details of my referees.

I can be contacted through my email : siddharthsh96@gmail.com or can be reached at my mobile number : +61 429592757.

Thank you for your time and consideration. I look forward to hearing from you soon.

Sincerely,

Siddharth Sharma

Siddharth Sharma

Siddharth Sharma

Phone: 0429 592 757 • E-Mail: siddharthsh96@gmail.com

International Drivers License Holder: 2 wheel + 4 Wheel

Industry Placement: April 2016

Career Objective

Working in the Front Office Department is major career objective for me. A brand which is constantly expanding and growing at such an amazing pace would give me the exposure and the experience I need in order to succeed in the Hospitality and Tourism Industry. I can assure that I will be a valuable addition to the team if given to opportunity.

Industry Experience

Current: Guest Service Agent & Night Audit ,Novotel Rockford, Sydney 21/112016

- Check In/ Check Out
- Upselling Rooms
- Maximizing Room Occupancy and Average Daily Rate
- Complaint Handling
- Night Audit
- Credit and Cash Handling

Guest Service Agent & Night Audit, Rydges Sydney Airport 06/04/2016

- Check In/ Check Out
- Upselling Rooms
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- Complaint Handling
- Night Audit
- Credit and Cash Handling

Food and Beverage Attendant: Hilton Worldwide, Cairns 04/05/2015-30/09/2015

- Silver Service: Setting up and Serving
- Bartending: Drinks Runner
- Mise en Plas
- Buffet Set Up and Responsibility: Responsible for the setup of the buffet and to maintain the quality of the food. Responsible for stocking the buffet during service, and making sure the food is well presented, hot and fresh.

Education AND FORMAL TRAINING

Bachelor of Business in International hotel & resort management

01/10/15-01/05/17

BLUE MOUNTAINS INTERNATIONAL HOTEL MANAGEMENT SCHOOL at Torrens University

Applied Training in front office department:

- Work with Opera
- Basic skills of working as a GSA, Reservationist, Porter and Night Audit
- Prepare daily revenue reports
- Run audit reports for the Front Office system
- Balance all revenue and settlement accounts
- Assure Front Desk is manned and maintained at all times
- Review arrivals and departures
- Provide information to guests about hotel services and offers
- Receive and take action on guest complaints and problems
- Review arrivals and departures

Applied training in food and beverage department:

- Set up
- Pack down
- Basic bar skills
- Silver service
- Wine service
- Sequence of service
- Food and wine pairing
- A la carte service
- Cocktails and Mock-tails
- Micros
- Barista Skills

Additional Skills and Certifications

- Opera
- Protel
- Hotel PMS
- Micros
- Microsoft Office Suite
- English: Fluent
- Hindi: Fluent
- Customer Handling and Problem Solving
- Up-Selling Products
- Excellent organizational and time management skills
- Ability to work effectively throughout the night shift
- Responsible Service of Alcohol Certificate New South Wales and Queensland

Referees

Mr. Cyrus Fua
Duty Manager & Night Manager,
Rydges Sydney Airport, Sydney. Australia
Email: cyrus_fua@evt.com
Phone: +61 (02) 9313 2500

Mr. Julian Augustus
Night Manager,
Rydges Sydney Airport, Sydney, Australia
Email: julian_augustus@evt.com
Phone: +61 420 572 256

Ms. Jennifer Padgett
Duty Manager,
Rydges Sydney Airport, Sydney, Australia
Email: Jennifer_padgett@evt.com

Ms. Nisha Goel
Duty Manager,
Rendezvous Studio Sydney Central, Sydney. Australia
Email: nis2531@yahoo.co.uk
Phone: +61 424 432 531

Mr. Shin Chin
Operations Manager,
Hilton Hotel Cairns, Cairns, QLD, Australia.
Email: Shin.ching@Hilton.com
Phone: 07 4050 2000

Ms. Lana Berg
Senior Supervisor,
Café Sunrise, Hilton Hotel Cairns, Cairns, QLD, Australia.
Email: Lana.berg@Hilton.com
Phone: 0487 768 518

Mr. Roger Sargison
Front Office Trainer,
Blue Mountains International Hotel Management School at Torrens University, Australia.
Email: roger.sargison@bluemountains.edu.au

Mr. Nathan Trent
Front Office Trainer,
Blue Mountains International Hotel Management School at Torrens University, Australia.
Email: nathan.trent@bluemountains.edu.au