



CHAU-ANH HA CAO (CELINE)

CONTACT

-  0426 738 173
-  chauanhha.cao@student.bluemountains.edu.au
-  1 Chambers Road, Leura, NSW 2780

LANGUAGE

-  English (Fluent)
-  Vietnamese (Fluent)

INDUSTRY EXPERIENCE

**JANUARY -
APRIL 2019**

GUEST SERVICE AGENT/ HOUSEKEEPING

Blue Mountains International Hotel Management School, NSW (BMIHMS)

- Processed check-in and check-out for on campus students using Opera
- Assigned to different roles: Supervisor, Concierge, Guest Service Agent and Reservation Agent
- Trained in complaints handling, walk-ins and administrative tasks
- Replaced and provided soiled towels and linens, vacuumed room carpets and tidied rooms
- Provided warm service, professional presentation, clear communication and effective teamwork

EVENT AMBASSADOR

BMIHMS

- Helped the event lecturer, event students and Student Representative Council to smoothly organise school and hotel's events such as banquet Friday, wedding, Open Day or expo.
- Enhanced and strengthened leadership, communication and decision-making skills

**APRIL -
SEPTEMBER 2018**

BANQUET ATTENDANT

Crown Resort & Casino Perth, WA

- Set-up tables and rooms for a various type of functions from meetings, conference to banquet lunch and dinner for many types of events such as company celebration, wedding, party, etc.
- Served in a various size of banquets from 2 - 2000 guests
- Worked in show bar: sell snack and merchandises for Crown Theatre
- Provided exceptional service and teamwork skills by using efficient time management

**JANUARY -
APRIL 2018**

FOOD AND BEVERAGE ATTENDANT

BMIHMS

- Took orders and issuing bills using MICROS
Worked cooperatively in a group of 10 and serving up to 100 customers
- Worked in both front of house and back of house
- Made and served barista coffees such as cappuccino, latte and mocha
- Ensured the areas stay clean and tidy

EDUCATION & TRAINING

**SEPTEMBER
2017 -
CURRENT**

BMIHMS

- Bachelor of Business (International Hotel and Resort Management)


**OCTOBER
2017**

NSW RESPONSIBLE SERVICE OF ALCOHOL



- RSA competency card

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VOLUNTEER & COMMUNITY ACTIVITIES

SEPTEMBER 2015 – MAY 2016

HEAD OF MEDIA - STUDENT GOVERNMENT ORGANISATION (SGO)

The Olympia Schools, Hanoi, Vietnam

- Worked closely with teachers, parents and students
Cooperated with the SGO's members and students to
organize events for more than 800 students throughout
the school year
- Managed the school's media team
- Created and organized fundraising activities for the
Season of Care charity fund
- Became a co-founder of a service learning project with
the students from Stanstead College (Canada)

SEPTEMBER 2014 - MAY 2015

HEAD OF DIPLOMACY – SGO

The Olympia Schools, Hanoi, Vietnam

- Organised events for students throughout the school year
- Presented in front of investors to gain sponsorship for
charity events

JUNE 2016

VOLUNTEERING STAFF

Chau Ny Design, Hanoi, Vietnam

- Volunteered at Cam Tu Cau fashion show
- Prepared clothes and managed 20 models

JANUARY 2015

VOLUNTEERING STAFF

Vietnam Museum of Ethnology, Hanoi, Vietnam

- Volunteered at Folklore Cultural Preservation and
Development Enjoying the Year of Goat program
- Introduced and presented traditional houses and history

REFEREES

ROHIT KHOPKAR

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Crown Perth

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STEPHAN TSENG

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