

Diana Zhukova

Mobile Number: +61 420 525 631

E-Mail: diana.zhukova@bluemountains.edu.au

Industry placement: April 2016

Career Objective:

The experience in a role of a Guest Service Agent will help me to gain valuable knowledge and necessary skills in order to become a successful Rooms Division Manager. I strive to achieve the highest level in delivering customer service.

Professional Experience:

February – March 2016

Mentoring Scholarship Student

Rooms Division (Front Office & Housekeeping)

Blue Mountains International Hotel Management School

Leura, NSW

- Supervising and advising students in training environment
- Ensuring that the established standards of greeting and assisting a guest are met at the front office desk
- Ensuring that students accurately perform cleaning procedures and that the quality of work is at the high level in housekeeping
- Building a team
- Analyzing housekeeping and front office reports
- Communication between departments
- Ensuring WH&S standards and emergency procedures are followed

October – December 2015

Mentoring Scholarship Student

Food and Beverage Department (Front of House)

Blue Mountains International Hotel Management School

Leura, NSW

April – September 2015

Food and Beverage Attendant

Hickory's Bar and Dining

Peppers Craigieburn Resort

Bowral, NSW

- Proficient creation of the positive rapport with guests
- Taking responsibilities for small functions (13-30 persons)
- Autonomous decision making
- Cash handling & credit card payment procedures
- Time management
- Anticipating guests' needs

Education Details:

October 2014 – Current **Bachelor of Business in International Hotel & Resort Management**
Blue Mountains International Hotel Management School
Leura, NSW

Applied Training:

October – December 2015 **Guest Service Agent**

- Consistent and accurate performance in daily operations (check-in/out process, managing reservations, accommodating walk-in guests)
- Professional self-presentation
- Efficient upselling of hotel activities
- Complaints handling
- Answering telephone using professional etiquette and directing to appropriate departments

Room Attendant

- Cleaning guests rooms according to established standards (dusting, mopping, sweeping, vacuuming, scrubbing)
- Changing bed linen, bed presentation
- Reporting maintenance issues
- Performance of public areas cleaning procedures

Further Training:

10 October 2014 **Responsible Service of Alcohol Certificate New South Wales**

Languages:

- English
- Russian

Computer Skills:

- MICROS
- OPERA
- Microsoft Office

Community Activities:

Volunteer of IV International Cultural and Tourist Forum “The Historico-Cultural Heritage as a Source of the Social-Cultural Development”, Republic of Khakassia, Russian Federation, 2014

- Welcoming and registering guests
- Introducing the sequence of the event
- Assisting with questions

Referees:

Tom Marsic

General Manager

Peppers Craigieburn Resort

Email: tom.marsic@peppers.com.au

Phone: 4862 8000

Fiona Walker

Front Office Manager

Blue Mountains International Hotel Management School

Email: fiona.walker@bluemountains.edu.au

Phone: +61 2 4780 1604