

XINYU(Mandy) FAN
Phone: 0416889390
Email: xinyu.fan@student.bluemountains.edu.au

Employment History

Mentoring Scholarship Student of Food and Beverage **July 2017 – current**

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

- Leading & supervising students in the Food & Beverage Department
- Performing Food and Beverage Attendant Tasks and duties
- Giving feedback at the end the work

Mentoring Scholarship Student of Housekeeping **July 2017 – current**

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

- Doing room allocation, holding morning meetings and leading morning exercise
- Inspecting guest rooms and public areas after they have been cleaned by housekeeping attendants to ensure quality standards.
- Making sure that guest's bedrooms, corridors and public areas meet the standards
- Helping housekeeping students follow cleaning sequence
- Briefing before starting work and giving feedback at the end of work
- Evaluating, counselling, motivating and coaching housekeeping attendants
- Reporting any maintenance problems, safety hazards, accidents, or injuries to instructors

Food and Beverage Attendant **February 2017- current**

The Mountain Heritage Hotel & Spa Retreat, Katoomba, Australia

- Taking customer orders, serving food, checking bills and cleaning (A la carte)
- Serving wine, making barista coffee, drinks and cocktails
- Resetting tables with flatware and napkins
- Pre-setting buffet and working as a buffet all rounder
- Serving food and beverage for banquet, wedding and conference
- Processing bills, reconciliation and tidying up bar
- Handling guest complaints and notifying manager on duty immediately

Food and Beverage Attendant **April 2017- June 2017**

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

- Learnt fine dining etiquettes and techniques of an efficient service
- Wine pairing and fundamental
- Cooking skills and back of the house training

Housekeeping attendant and self-checker **July 2016 – December 2016**

Copthorne Hotel & Resort Lakefront, Queenstown, New Zealand

Housekeeping:

- Performed a variety of cleaning activities such as sweeping, mopping and dusting
- Ensured all rooms are cared for and inspected according to standards
- Protected equipment and made sure there are no inadequacies

Self-checker:

- Checked and rang up rooms after cleaning check-out rooms
- Helped supervisors check rooms

Front Office Operations, Opera (PMS) and Housekeeping Management

Stamford International University, Thailand.

November 2015 – February 2016

- Reorganized the visitor check in/out procedure with OPERA
- Greeted visitors, guests and customers as they arrive
- Provided information and directed guests to the right departments
- Handled telephone calls and directed them to the right recipient
- Scheduled meetings and conferences

Travel OP(Operator)**May 2015 – May 2016**

Jia Zheng Xing International Travel & Trading Co.Ltd, Thailand.

- Arranged different schedules for tour groups, including tour destinations, shopping places, restaurants and accommodation
- Visited resorts and hotels to ascertain accommodation quality and suitability
- Booked rooms and confirmed customer information with hotels
- Collected, evaluated and responded (as appropriate) to customer feedback
- Provided information to tour guides and confirmed schedules with tour guides
- Did accounting and checked commissions with shopping centres, tour destinations and restaurants

Food and Beverage Attendant**June 2013- September 2013**

The Grand Xiangtan Restaurant and Hotel, China

- Greeted customers, took customer orders, served food and checked bills
- Served wine, tea and soft drinks
- Reset tables with flatware and napkins

Education and Training**Bachelor of International Hotel and Resort Management****January 2017 – current**

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

Bachelor of International Hotel Management**November 2014 – July 2016**

Stamford International University, Bangkok, Thailand.

Responsible Service of Alcohol Certification NSW**February 2017****Use Hygienic Practices for Food Safety (Food Handler)****February 2017****First Aid****March 2017**

Languages

- English (fluent)
- Chinese (native)
- Thai (basic)

Volunteer and Community Activities**Kitchen coordinator of SRC(School Representative Council)****July 2017- current**

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

- Organising menus for all school activities and dealing with costs and pricing
- Processing food and making sure food looks good and is cooked properly, the proportions are correct, and it is cooked and served quickly
- Being able to come up with solutions to all problems quickly during serving food
- Communicating with the kitchen team and making sure it works efficiently

Volunteer

Volunteer Referral Service, Volunteering NSW

April 2017- Current

- Assisting a blind person, reading mail and providing company at home

Volunteer

Ultra-Trail Australia Racing

20th May 2017

- Provided assistance for runners and spectators

Event Staff

Women's Health Event in ICC(International Convention Centre), Sydney

18th February 2017

- Served food and drinks in cocktail style and cleaned plates and glasses

Laureate Scholarship Student**January-June 2017**

Blue Mountains International Hotel Management School, Leura

Referees

Grant Thompson

Food and Beverage Training Manager

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

Tel: 0420906784

Email: Grant.Thompson@laureate.edu.au

Jenna Gall

Senior Chef Instructor

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

Tel: 0403779883

Email: Jenna.Gall@laureate.edu.au

Gina Dizon

Housekeeping Instructor

Blue Mountains International Hotel Management School (BMIHMS) at Torrens University, Australia

Tel: 0421972997

Email: maria.dizon@laureate.edu.au

Dean McComb

Restaurant Manager

The Mountain Heritage Hotel & Spa Retreat, Katoomba, Australia

Tel: 0420547025

Email: JVR@mountainheritage.com.au

19/07/2017

Blue Mountains International Hotel Management School
1 Chambers Road
LEURA NSW 2780

To Whom it May Concern,

Mandy Fan has requested a recommendation letter to furnish her character and approach in upholding the Three Pillar's at the Blue Mountains International Hotel Management School, Leura Campus. This letter of recommendation is to support Mandy's application to the Graduate Privilege Partner Program.

Mandy is a student that presents herself professionally at all times and she has a genuine aptitude and friendly disposition for the hospitality industry. Mandy academic journey has been solid achieving consistently above average grades across all units thus far. Mandy is always trying to develop herself personally and in doing so has embarked on additional roles at the Leura campus such as Cultural Representative on the Student Representative Council and a Mentoring Scholarship Student.

Mandy's approach to the Three Pillars is his honesty and positivity. Mandy works well in a team environment and independently; she values others and their cultural diversity. She is compassionate and genuine.

I have observed Mandy over the past year and see her as a true hospitality professional, she adds value to the school and will add value to this industry. I happily endorse Mandy's application to the program and consider her to be a valued member to her future team.

Should your require any further information, please do not hesitate to contact me on 0433845476.

Kind regards



Andrew Neale
Executive Chef

Blue Mountains International Hotel Management School

CRICOS Provider 00911E

1 Chambers Rd (Private Mail Bag 1), Leura NSW 2780, Australia

P: +61 2 4780 1420 E: melinda.mcleod@bluemountains.edu.au

Admissions Office: Level 4, 540 George Street, Sydney NSW 2000, Australia Phone: +61 2 9307 4600 Fax: +61 2 9283 5092
Leura Campus: 1 Chambers Road, Leura NSW 2780, Australia Phone: +61 2 4780 1600 Fax: +61 2 4780 1678
Sydney Campus: Level 4, 540 George Street, Sydney NSW 2000, Australia Phone: +61 2 9307 4600 Fax: +61 2 9283 5092
Email: enquiry@bluemountains.edu.au