



# LAM HUYEN LINH (ELISE) DAO

HOSPITALITY UNDERGRADUATE

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## PROFILE

Dedicated hospitality professional, seeking an Industry Placement in Front Office Department, where I can gain insights into the industry and business operation as running entrepreneurial venture in "homestay" Vietnam tourism is one of my biggest future career goals.

### Personal attributes

Empathetic problem-solver with strong time management skills and resilience under pressure.

## EXPERIENCE

Jun 17 - present

### **BMIHMS | Mentoring Scholarship Student - Front Office Ambassador**

Ensuring reservations and charges are put into Opera system correctly.

Responding to external and internal emails and phone calls to FO.

Handling mails and parcels.

Observing and assisting practical students with Front Office tasks, and promoting an effective professional training environment.

Mar 17 - Jun 17

### **BMIHMS - Room Division Trainee**

#### **Guest Service Agent Service**

Checking guests in and out, ensuring proper payment methods are applied to each guest folio, responsible for guest accounts including authorising payments, guest refunds, room charges, and room adjustment.

Working with management and housekeeping to ensure the maximum achievement of room revenue.

Cash handling and cashiering essential.

Training in reservations and basic night auditing.

#### **Housekeeping Attendant**

Responsible for the general cleanliness of all assigned work areas.

Performing cleaning duties to maintain hotel rooms in a clean and orderly manner including common areas and the preparation of vacant rooms.

Making beds, replenishing linens, cleaning bathrooms, vacuuming halls, dusting and mopping.

Dec 16 - present

### **Trippas White Group | The Lookout - Food & Beverage All-rounder**

Ensuring cash, charge, float and till procedures are carried in accordance with the company policy.

Handling inbound groups up to 300 and a la carte at the same time.

Preparing hot and cold beverages in a fast-paced, modern venue (up to 200 orders during busy hours).

Upselling techniques.

Skilfully anticipating and addressing guests' needs.

- Sep 16 - Jun 17**      **MGallery by Sofitel | Fairmont Resort - Food & Beverage Attendant**  
 Performing opening and closing duties as required.  
 Serving food and drinks efficiently and handling complaints accordingly.  
 Receiving orders, processing payments and responding to guest concerns.
- Oct 15 - Jul 16**      **Viet Youth Entrepreneur | YEA Organisation - Event Coordinator**  
 A project sponsored by Babson College, a leading institution in entrepreneurship and innovation.  
 Strong event management skills and highly organised.  
 Managing pre and post event tasks and launching various events.  
 Confident in negotiating and establishing partnership with event sponsors.

## **EDUCATION**

**Apr 16 - Oct 18**

### **BLUE MOUNTAINS INTERNATIONAL HOTEL MANAGEMENT SCHOOL**

Bachelor of Business in International Hotel and Resort Management

## **SKILLS**

### **LANGUAGES**

Fluent English & Vietnamese

### **RESPONSIBLE SERVICE OF ALCOHOL**

RSA Certificate NSW | 23 Apr 16

### **COMPUTER SKILLS**

- OPERA PMS, MICROS POS, FEDELTA POS
- Microsoft Office Suites

### **COFFEE TRAINING**

TOBY'S ESTATE Coffee Training

### **SERVICE TRAINING**

PEOPLEOLOGY by Accor

## **REFEREES**

### **ROGER SARGISON (Mr.) - Front Office Instructor**

BMIHMS at Torrens University  
 roger.sargison@laureate.edu.au  
 +61 2 4780 1600

### **JUAN GORDILLO (Mr.) - Venue Manager**

Trippas White Group | The Lookout  
 juan.gordillo@thelookoutechopoint.com  
 +61 4 5050 3351

### **FRANCY HUERTAS (Ms.) - Restaurant Manager**

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