

# JANE VO

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**Career Objectives** To become an all-rounder who is confident to work in all hotel operational departments.

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## **Skills summary**

Time management  
Attention to details  
Resiliency  
Patience  
Adaptation - Flexibility  
Teamwork - Colleagues mentoring and support  
Communication  
Customer services

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## **Work Experience**

January 2015 - Current	<b>Housekeeping Attendant</b> <b>Fraser Suites Sydney</b> <ul style="list-style-type: none"><li>• Time management</li><li>• Communication</li><li>• Attention to details</li><li>• Emergencies and securities</li></ul>
October 2014 - December 2014	<b>Food and Beverage Mentoring Scholarship Student</b> <b>Blue Mountains International Hotel Management School</b> <ul style="list-style-type: none"><li>• Leadership</li><li>• Interpersonal and communication skills</li></ul>
January 2014 – June 2014	<b>Food and Beverage Attendant</b> <b>Ayers Rock Resort - Sound of Silence Dining Experience</b> G-20 Sherpa Group's Sounds of Silence Dining Tjungu Music Festival Uluru Outback Fest <ul style="list-style-type: none"><li>• Customer services</li><li>• Time management</li><li>• Colleagues mentoring and support</li><li>• Team spirit</li><li>• Workplace OH&amp;S</li></ul>

## **Professional Training**

October 2014 - December 2014	<b>Rooms Division Attendant</b> <b>Blue Mountains International Hotel Management School</b>
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October 2013 - December 2013	Front Office
	<ul style="list-style-type: none"> <li>• Customer services</li> <li>• Interpersonal skills</li> <li>• Complaints handling</li> </ul>
	Concierge
	Porter
	Housekeeping Attendant
	<b>Food and Beverage Attendant</b>
	<b>Blue Mountains International Hotel Management School</b>
	Chamber's Fine Dining Restaurant
	<ul style="list-style-type: none"> <li>• Sequences of Services</li> <li>• Bartending</li> <li>• Docket taking</li> </ul>
	Yu & Mee Buffet
	<ul style="list-style-type: none"> <li>• Buffet setup</li> <li>• Sense of emergency</li> </ul>
	Cookies Café
	<ul style="list-style-type: none"> <li>• Barista skills</li> </ul>

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#### Education Details

July 2013 - December 2015	<b>Bachelor of Business in Hotel and Resort Management</b> <b>Blue Mountains International Hotel Management School</b> Leura, New South Wales
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#### Further Training

2014	<b>Responsible Service of Alcohol RSA Certificate NT</b>
2013	<b>Responsible Service of Alcohol RSA Certificate NSW</b>

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#### Languages

English (Fluent)  
Vietnamese (Native speaker)

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#### Computer Skills

Opera, Micros; Microsoft Office – Word, Excel, PowerPoint, Outlook

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#### Achievements

BMIHMS Star Award Nominee – ‘Most improved’

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#### Personal Attributes

I am highly self-motivated, reliable, and strongly determined to perform my best in any positions.

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#### Interests

Travelling, camping, playing badminton, bushwalking, Aboriginal Dot Painting

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#### Community Activities

October 2014	Term 4 Orientation Week Volunteer Food & Beverage Attendant
September 2014	<b>BMIHMS Open Day Ambassador</b>

July 2014	Term 3 Orientation Week Volunteer Kitchen hand - Stewarding
November 2013	Mexican Culture Night Volunteer Kitchen Hand
2012 - 2013	English – Vietnamese Translator

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**Referees**

Mr. Peter Carlyle  
Food and Beverage Manager  
Outback Pioneer Hotel  
Ayers Rock Resort, Yulara NT 0872  
Phone number: 0408 421 592

Ms. Rizza Timbol  
Food and Beverage Trainer  
Blue Mountains International Hotel Management School  
1 Chamber Road, Leura NSW 2780  
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