

JULIAN AUGUSTUS.B.J

*Unit no 23, 107 Quay Street, Haymarket, Sydney, NSW 2000, Australia
+61 420 572 256 • Julianaugustus@hotmail.com*

PROFESSIONAL OBJECTIVE

To be the best in the industry and chosen field, and render my duties with utmost effectiveness for the betterment of the company, and carve a niche for myself in my chosen industry.

WORK EXPERIENCE

March 2015 – Present

Holiday Inn Old Sydney, The Rocks, Sydney, Australia

- Working as Guest Experience Specialist in Front Office department.
- Working as Night Auditor performing all night audit duties and reconciliations.
- Greet all guests at all time in a friendly and helpful manner and attempt to learn and use guest's name at every opportunity.
- Perform check in and check out room changes and other reception procedure and ensure all data is entered completely in to the hotel system in accordance with reservation.
- Do everything possible to ensure that guests depart the hotel with a positive impression of hotel service.
- Upsell within the hotel through rooms upgrade and cross selling to F&B outlet.
- Ensure cash-handling policy is followed.
- Ensure every revenue opportunity is maximized.
- Maintain cashier float and ensure accurate daily reports of all money received.
- Demonstrate awareness and understandings of OHS&W policies and procedures.

November 2014 – March 2015

The Great Southern Hotel, Sydney, Australia

- Worked in Front Office department as Casual Guest Service Agent
- Check the guest in and out of the hotel accurately and in a timely manner.
- Handle guest inquiries and provide information on local attractions and give directions as required.
- Ensure understands the terms and conditions of their booking.
- Maximizing sales conversion rates.
- Take reservations as required in the absence of the Reservations Manager.
- Reconciles cashier float at the completion of each shift maintaining an accurate float.
- Communicate with Housekeeping to ensure relevant information is transferred.
- Carry out night audit duties as per the business need.
- Ensure room audits are carried out accurately and on a daily basis.
- Carry out any additional duties assigned by the Assistant Manager or Management team.
- Handles all guest complaints immediately, courteously and satisfactorily.
- Receive payments from departing guests and process as per company manner.

September 2009 to February 2014

Apeejay Surrendra Group - The Park Hotels, Chennai, India

- Joined as Guest Services Agent in Front Office Department and later shifted to The Residence Floor as The Residence Floor Manager.
- In-room Check-in and Checks-out guests. Cashiering –FOREX, A/R, IOU'S, Paid Outs, Rate Variances.
- Daily briefing for staffs on the arrival of VIP's and other Suite room guests.
- In-charge of the Rooms and the Food and Beverage operations at The Residence Suites and other exclusive Suites.
- To personally check the rooms prior to the arrival of the guest for cleanliness, room and F&B amenities as per standards.
- Ensure if there is Board Room booking and notice to be circulated to all concerned departments.
- Coordinating with F&B service and Kitchen for Food and Beverage requirements.
- In-charge of The Residence Lounge, Business Center and Board Room and the facilities provided there for the guests.
- Coordinate for the Happy Hours and meet guests at The Residence Lounge on a daily basis. Obtain feedback and inform the same to the Director of Rooms.

June 2007 to March 2009

Jet Airways India Ltd. Chennai, India

- Worked as a CSA-Customer Service Assistant, in various departments within the company.
- Have completed Basic Airport Handling, Saber Check-In Training, Air Side Safety Program and various other trainings for the betterment of the company.
- Ensure check-in processes smooth and resolve any ticketing / baggage issues
- Handle any disruptions to check-in process efficiently. Keep customers informed of any delays as instructed.
- Deliver pro-active and timely service recovery liaising with ADM on shift.
- Build a rapport with key airport agencies like AAI, Immigration, CISF, and Customs.
- Pro-actively offer assistance to customers while they wait to check-in and board the aircraft and also at the arrival hall.
- Proactively communicate with customers and collect feedback on service.

October 2005 to March 2006

ITC HOTEL Park Sheraton & Towers, Chennai, India

- Worked as a Hotel Trainee for a period of 6 months in various departments.
- Escorted guests to their assigned rooms, including transporting their luggage.
- Delivered messages, mail and packages left for guests and hotel facilities in a timely manner.
- Prepared food items consistently and in compliance with recipes, portioning, cooking and waste control guidelines.
- Practiced safe food handling procedure at all time.
- Cleaning of public areas, guest rooms following the hotel standards.
- Changing bed linens and collecting of soiled and replenishing the fresh linens

EDUCATIONAL QUALIFICATION

2014 – 2016

Pursuing **Masters of International Hotel Management** from **Blue Mountains Institute of Hotel Management School, Sydney, Australia**

2004 – 2007

Bachelor of Science, in Hospitality and Hotel Administration from ***Institute of Hotel Management, Catering Technology & Applied Nutrition, Bhubaneswar, Orissa.***

Relevant Skills

- Responsible Service of Alcohol, current NSW RSA license Holder
- Customer Service
- MS Office
- Property Management System
- Cash Handling
- Hospitality background
- Front of the house experience

JULIAN AUGUSTUS.B.J