

Laura Wiersma

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Professional Experience

Food and Beverage Attendant

Citrique Restaurant, Room Service, Events, Pool Bar, Lobby Host
Marriott Resort and Spa, Surfers Paradise, QLD

April -
September 2016

- Hosting Customers
- Clearing tables
- Room preparation, turn over and set up
- Serving customers
- Barista
- Floor supervisor

Food and Beverage Attendant

Chamber's Fine Dining Restaurant, Yu and Mee and Cookies Café
Blue Mountains International Hotel Management School, Leura NSW

January –
March 2016

- Serving Customers – greeting guests, providing assistance
- Preparing and cooking food
- Bartending – mock tails, basic drinks, wine pouring
- Bussing – clearing plates, glasses, cutlery
- Floor Manager – over seeing the restaurant and controlling problems

Food and Beverage Attendant

Maple City Country Club – Private Golf Course
Chatham, Ontario, Canada

August 2014 –
September 2015

- Serving Customers – greeting customer, attending tables
- Making Desserts – cutting up dessert, creating the overall appearance
- Basic drink mixes – liquor drinks, wine, selection of cocktails
- Events/decorating – wedding, baby showers, room setup, decorations

General Labourer

Wallaceburg Bookbinding & Mfg. Co. Ltd.
Wallaceburg, Ontario, Canada

June 2012 –
September 2015

- Quality control – product inspection
- Shipping and receiving – packing, weighing, labelling and route sorting
- Floor manager – overseeing the shipping department

Formal Education

Bachelor of Business in Hotel and Resort Management
Blue Mountains International Hotel Management School
Leura, New South Wales.

2015 - Current

WPIC: Wedding Planners Institute of Canada Inc.
➤ Certified Wedding Planner

2014

Further Training

Accredited Barista Course, The Coffee School

2016

Responsible Service of Alcohol RSA Certificate NSW

2015

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| Standard First Aid with CPR A+AED (St. John Ambulance) | 2014 |
| Smart Serve: The Smart Serve Responsible Alcohol Beverage Service Training Program is approved by the Alcohol and Gaming Commission of Ontario (AGCO) as a server training program for the Ontario Hospitality industry | 2014 |
| Worker Health and Safety Awareness Training Ontario Ministry of Labour (Canada provincially regulated employment training) | 2014 |

Computer Skills

Micros
Microsoft Office

Achievements

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| Mentoring Scholarship Student – Duty Manager at Blue Mountains International Hotel Management School | 2016 - Current |
| Events Coordinator for student representative council at Blue Mountains International Hotel Management School | 2016 |
| Junior Achievement: Among the awards received, I was the selected delegate to represent Chatham at the NEXT Generation Leadership Forum at the Sobey Business of School at St. Mary's University in Halifax, Canada. | 2012 |
| Lieutenant-Governors' Community Volunteer Award (recognizing exemplary involvement in the community) | 2014 |
| Ontario Scholar (at least 80% in any six Grade 12 Academic Courses) | 2014 |

Volunteer Activities

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| Bondi Beach Fest (ticket scanner) | 2015 |
| Volunteered for high school sporting events, was on athletic council, student council, Interact club and events coordinator. | 2010-2015 |
| Mission trip to West Virginia and Austin, Texas in the USA | 2013 |

Personal Attributes

By nature, I am an enthusiastic, cheerful person with strong work ethics, leadership skills and work very well with other people

Referees

Carla Yasbek Monteiro (Citrique Restaurant & Room Service Manager)
Email: Carla.yasbek.monteiro@marriotthotels.com
Phone: +61 7 5592 9766

Barb Wass (Manager, events coordinator/decorator at Maple City Country Club)
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