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To Whom It May Concern:

My name is Margarita Malixi and I am currently a Master's student at Blue Mountains University taking up International Hospitality Management. I am at the final term of the course and would be applying for the Graduate Visa, which allows me the privilege of working full-time in Australia for two years. I would like to express my interest in pursuing my hospitality career in your esteemed company.

I previously worked at the Reservations department in Makati Shangri-La, Philippines for two years. During my experience, I learned how to maximize revenue through different selling or rate strategies by working closely with our Revenue Manager. During the two years, I was trained under a revenue driven team. I learned how to upsell over the phone and e-mails. Working in Reservations enabled me to hone skills such as multi-tasking, fast decision-making, good communication, and rapport with guests and corporate clients. The experience was able to open my mind to the demanding climate of a 5-star property. I was able to properly understand and navigate my way through the demands of both management and clients.

Other than that, being in Reservations sparked my interest in learning more about the hospitality industry within a managerial perspective, with a curiosity for Revenue Management. I was pleased with the outcome of the course at university, and was surprised to find myself interested and very intrigued about the Service Design Management aspect of the industry. It has led me to re-evaluate and re-assess my true passion and drive in being in this industry, and I have found this calling in Service Quality Assurance.

Thank you in advance for your time and consideration, please find enclosed my CV. I look forward to hearing from you at your convenience.

Yours sincerely,  
Margarita Malixi