

Natale Burton

Hotel Management Student

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EXPERIENCE

BMIHMS, Leura Campus — *Mentoring Scholarship Student Duty Manager*

January 2019 - Current

- Supportive and approachable member of the student base
- In charge of safety and operations on school campus and Waldorf Gardens Resort
- On call to students at all times to assist with any issues that they may have

Mentoring Scholarship Student in Kitchen, previously (April -June 2018).

qualia, Hamilton Island — *Premium Food and Beverage Attendant*

July 2018 - January 2019

- Provided VIP guests with premium service during breakfast, lunch and dinner
- Effective use of communication in a small team
- Control of the pass utilising effective communication with BOH staff
- Mise en place, three plate carrying
- Effective use of Micros POS
- In depth food and wine knowledge
- Barista and bartending duties

Motor yacht MOcean, South of France — *Third Stewardess*

June 2017 - November 2017

- Heavily involved in all meal service, solely in charge of breakfast service
- Mise en place, flower arranging
- Coffee, cocktail and wine service
- Assisting the chef when needed with food preparation
- Housekeeping: Detail clean six suites twice per day, evening turndown
- Guest and Crew Laundry

Our main objective was to keep the guests entertained and smiling at all times.

SKILLS

Technology proficient - Coming from a technological background, I have experience in Opera, Microsoft studios, and various POS systems. Therefore, I can adapt easily to other programs.

Customer Service - With extensive customer service experience, I became proficient in problem solving, customer complaints, and upselling. Through serving customers, I developed good communication skills, attention to detail and patience.

Communication

Self-Motivation

Time Management

Adaptability

Ability to work under pressure

QUALITIES

Extraverted

Multi tasker

Leadership

Responsible

Loyal

Approachable

Patient

Logical

Intuitive

Sailing yacht Irlanda, Monaco —*Sole Stewardess*

April 2017 - June 2017

- Involved in all aspects of the care and service for the owner and guests
- Meal service, mise en place and wine service
- Assisting the chef with food preparation and plating
- Guest and crew laundry
- Housekeeping; Detail cleaning twice per day.
- Organising and running the events and cocktail parties that the boat hosted regularly
- Regular inventories of supplies onboard

I oversaw every aspect of the guests experience while onboard.

Superyacht Interior Foundation Course, Isle of Wight

March 2017 - April 2017

A comprehensive 21-day stewardess training course, provided by top hospitality professionals and maritime specialists.

- Industry Knowledge
- Housekeeping, Laundry, Floristry
- Wine appreciation, Cocktail making
- Tender driving
- Service at a Cocktails and Canapes event

Erskine Stewart's Melville College, Edinburgh— *Teaching Assistant*

January 2016 - December 2016

As a support teacher, I have learned patience, multi-tasking, responsibility and how to manage and take care of children. Additionally, having babysat for a number of different families, I gained a reputation for being trustworthy and reliable.

EDUCATION

Blue Mountains International Hotel Management School, Leura — *BBus International Hotel and Resort Management*

January 2018 - Current

St Mary's School for girls, Waverley, South Africa — *National Senior Certificate*

January 2011 - November 2015

QUALIFICATIONS

NSW RSA

International driver's license

(can obtain NSW license)

Elementary First Aid

CIEH Food Safety Level 2

PYA GUEST Interior Introduction

PYA GUEST Basic Food Service

PYA GUEST Wine and Cocktail

UKSA Basic Cookery

UKSA Basic Yachting

REFEREES

Rob Connell — *Assistant Restaurant Manager, qualia*

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Sandy Fagan — *Success Coach, BMIHMS*

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Brandon Rowe — *First Mate, M/Y MOcean*

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