

Natale Burton

BMIHMS GPP Student

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EXPERIENCE

Meriton Suites, Sydney — *Guest Services Agent*

July 2019 - Present

- Ensuring the highest standard of customer service
- Welcoming guests warmly, ensuring seamless check in and out procedures
- Providing personalised service and guidance in all aspects of the hotel experience
- Processing of payments and cashiering functions
- Assisting guests with enquiries, additional requests or concerns
- Answering internal and external phone calls promptly and knowledgeably, ensuring effective communication
- Participation in a considerate and dedicated team

Waldorf Leura Gardens, Leura NSW — *Guest Services Agent*

February 2019 – June 2019

- Ensured smooth check-in and out procedures
- Proficient in Room Master (PMS)
- Performed Front Office cashiering functions and ensured accurate processing of payments and collection of cash
- Night audit and End of Day banking procedures
- Reservations and room allocations
- Effective complaints handling
- Liaised closely with Housekeeping, F&B and Maintenance departments

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

January 2019 – June 2019

- Supportive and approachable member of the student base
- In charge of safety and operations on Leura campus and Waldorf Leura 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).

SKILLS

Technology proficient - Coming from a technological background, I have experience in Opera, RoomMaster, GuestCentrix, 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

Leadership

Multi-tasking

Ability to work under pressure

QUALITIES

Extraverted

Courteous

Responsible

Loyal

Approachable

Patient

Logical

Intuitive

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
- Barista and bartending duties

Motor yacht M'Ocean, 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
- Assisted the chef when needed with food preparation
- Housekeeping: Detail cleaned six suites twice per day, evening turndown
- Guest and Crew Laundry

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
- Assisted the chef with food preparation and plating
- Housekeeping; detail cleaning twice per day.
- Organised and set up events and regular cocktail parties onboard
- Regular inventories of supplies onboard

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

January 2016 - December 2016

EDUCATION

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

January 2018 - Present

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

January 2011 - November 2015

QUALIFICATIONS

NSW RSA

International driver's license

(ability to obtain full AU license)

Nationally accredited 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

Adriana Gruber

Front Office Manager

Waldorf Leura Gardens

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Rob Connell

Venue Manager

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