

**Shantall Krumholz Tenorio**

1805/343-357 Pitt Street,  
Sydney, NSW  
0477 838 056

**PROFESSIONAL EXPERIENCE**

Food and Beverage Attendant

(September, 2015- Current)

**Intercontinental**

Sydney Double Bay, NSW

- Provide personalised a la carte dining experience
- Hosting wine tasting events
- Hosting kosher functions
- Room service for 140 rooms
- Providing exclusive service to our VIP guests
- Explaining and upselling exclusive reserved wines from different regions in Australia to our guests

Food and Beverage Attendant

(April, 2015- September, 2015)

**Ayers Rock Resort**

Yulara, NT

- Billing and Cash up
- Beverage stock take
- Fine dining table service holding a 12 table section
- Hosting
- Bartending including making and upselling signature cocktails
- Training new staff members
- Room Service for 250 rooms

Mentoring Scholarship Student

(February, 2015 - April, 2015)

**Blue Mountains International Hotel Management School**

Leura, NSW

- Assist all the trainers on supporting younger students in their training

Food and Beverage Attendant

(November 2014- April, 2015)

**Fairmont Resort**

Leura, NSW

- Ensuring return guests through remembering their names and preferences
- Taking orders
- Running the pass
- Close out checks
- Cash up
- Fill in requisitions.
- Restock fridges and main cool rooms.

Industry Placement

(June, 2012- December, 2012)

**JW Marriott Santa Fe**

Mexico City

Cross department training

- Training department
  - In charge of the "In the beginning" orientation course
- Human Resources
  - In charge of organizing the employees monthly meeting
  - Assisting the manager organising contracts and files

- Accounting
  - Maintaining and organizing the daily schedule for the accounting manager
- Purchasing department
  - In charge of sending through all the hotel requisitions for all the departments
  - Analysing and quoting new products with different suppliers
- Sales and Events Coordinator
  - Assisted in the organization of major events hosting up to guests
- Food and Beverage
  - Worked across all four different outlets including:
    - Lobby Bar
    - Executive Lounge
    - CUA Buffet
    - QUATTRO A La Carte Italian Restaurant
    - Mini Bar and Room Service

Food and Beverage Attendant (February, 2008 - December, 2010)  
**Hillstone Restaurant Group**  
 Houston, TX.

Food and Beverage Attendant (January, 2009 - December, 2009)  
**Escalantes Highland Village**  
 Houston, TX.

Food and Beverage Attendant (June, 2009 - December, 2010)  
**Paparruchos Mexican Grill**  
 Houston, TX.

Food and Beverage Attendant (December, 2009 - December, 2010)  
**Landry's Group; Rainforest Café**  
 Houston, TX.

Public Relations Officer (January, 2007 - January, 2008)  
**Las Vegas Club, Alebrije Classico**  
 Mexico City

Public Relations Officer (January, 2004 - December, 2006)  
**Coco-Bongo, The City, Daddy O**  
 Cancun, MX

Guest Service Agent (January, 2004 - December, 2006)  
**Royal Resorts**  
 Cancun, MX

## **EDUCATION DETAILS AND TRAINING**

Bachelor of Business International Hotel and Resort Management (October, 2014 – Current)  
 Blue Mountains International Hotel Management School  
 Leura, NSW

Bachelor of Business Administration in Hospitality (August, 2011 - May, 2014)  
 Universidad del Valle de Mexico  
 Mexico City

Hotel Operations Certificate  
Glion Institute of Higher Education Switzerland

February, 2014

English Certificate  
Houston Community College  
Houston, TX

January, 2009 - June, 2010

Responsible Service of Alcohol Certificate  
New South Wales

October, 2014

## **LANGUAGES**

Spanish  
English (Fluent)

## **COMPUTER SKILLS**

Opera (PMS)  
Micros  
Microsoft Office  
Internet  
Aloha

## **COMMUNITY**

Volunteered in Wharf4Ward  
Sydney, Australia  
Raising money for the Youth Cancer Foundation.

Volunteered in the Residents Recreational Center  
Ayers Rock Resort  
Northern Territory, Australia  
Teaching Ashtanga and Viyasa Yoga

## **REFEREES**

Troy Rose  
Food and Beverage Manager,  
Sails in the Desert  
Ayers Rock Resort, Yulara, NT  
0431 533 702  
[Troy.rose@voyages.com.au](mailto:Troy.rose@voyages.com.au)

Frank Esmeijer  
Food and Beverage Outlet Manager  
Intercontinental Sydney Double Bay  
Sydney, NSW  
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