

Wei Min LU (DAVID)

1 Chambers Road, Leura, NSW, Australia
+(61) 416 578 174
skylanddavid3865@gmail.com

EDUCATION

**Blue Mountains International Hotel Management
School at Torrens University, Australia**

Bachelor of business in
International Hotel and Resort Management

Jan 2016 – Present

University of Auckland, New Zealand

Bachelor of Arts in Economics and Japanese

Feb 2014 – Nov 2015

INDUSTRY EXPERIENCE

**Rooms and Guest Services Operations Agent,
Blue Mountains Hotel Management School, Australia**

Apr 2017 – Jun 2017

- Processing bookings, checking guests in and out by confirming reservation.
- Answering and resolving guest requests, complaints or concern in a positive and effective attitude.
- Concierge duty - Allocate guests with directions and provide the information regarding property and local areas of interest.
- Reservation Agent – professionally handled room reservation enquires.

**Room attendant, housekeeper,
Blue Mountains Hotel Management School, Australia**

Apr 2017 – Jun 2017

- To ensure all rooms are cared for professional cleaning activities.
- Perform cleaning activities such as mopping, sweeping, dusting and polishing.
- Always be aware of any company-related practices and strictly to rules of health and safety.

**Front of house Supervisor, Mentoring Scholarship Student,
Blue Mountains Hotel Management School, Australia**

Jan 2017 – Present

- Observe staff to ensure the systems and procedures are operated correctly.
- Supervises and present service training programs to the team of waiters, bartender, barista and runner.
- Frequently communicates to staffs, to certify staffs aware of team works and food and beverage activities.

**Food & Beverage Attendant, Crown Hotel and Resort,
Perth, Australia**

Jul 2016 – Jan 2017

- **Waitperson**, escort customer sitting with food and beverage service, Banqueting set up and tear down done precisely.
- **Barista**, making and serving coffee for 1000+ events customers.
- **Bartender**, to ensure guests for the high quality of beverage service.
- **Porter**, Banqueting set up and tear down.
- Handled customer complaints and find the process to recompense.

**Food & Beverage Attendant, Fairmont Resort – MGallery,
Blue Mountains, Australia**

Apr 2016 – Jun 2016

- Greeting customers and provide high quality service.
- Set up and clean up the environment for guest to provide the best dining area.
- Welcomes and seat diners, advising the selection of the choice of food, wine, coffees and placing orders in a professional level.
- Preparation for restaurant operating.

**Food & Beverage Attendant, Blue Mountains International
Hotel Management School, Australia**

Apr 2016 – Jun 2016

- Greeting and seat diners, recommending the choice of food, wine, coffee and placing orders in a professional level.
- Assured that health and safety and procedures are respected.
- To guarantee that guest receives high quality service provision.
- Serving and making coffee with the equal standard.

**Assistant chef, Blue Mountains International Hotel
Management School, Australia**

Apr 2016 – Jun 2016

- To guarantee that the applicable regulations are complied with.
- Ensured that service station and kitchen areas is ready before operation.
- Assured that preparation is done in a methodical system including plating and stewarding.

**Waiter/Host, Four Season Buffet Restaurant,
Monarch Plaza Hotel, Taiwan**

Nov 2015 – Dec 2015

- Handled transactions and serving customers at a professional level with equal good standards.
- Ensured that misen place is ready before operation.
- Banqueting set up and tear down done meticulously.

Languages

- English
- Mandarin
- Taiwanese
- conversant in basic Japanese

SKILLS

- Responsible Service of Alcohol Certificate: NSW, QLD, NT, WA, SA
- Certificate of Accredited Barista
- Certificate of Competence in Visual Basic 6.0
- Ability to use Micros, Opera
- Proficient in MS Office Suite
- Ability to work in a team environment and being self-reliant

ACTIVITIES

- Volunteering for organising and running School Events –SRC, BMIHMS
- Volunteering taking photos for School events, BMIHMS
- Assistant Committee, (Band Guitar and Drum Player)
Auckland Banner Church (2015)
- Assistant Committee, (Event Organizer)
University of Auckland Christian Club (2014-2015)

ACHIEVEMENTS

- Mentoring Scholarship Student – Service, Front of house
- Student Representative Council – Photographer, Blue Mountains Hotel School (2016)
- Served VIP in banquet functions
- Gold Medal Award in Jazz Band, NZ (2012)
- Silver Medal Award in Symphonic Band, NZ (2012)
- First Award in English Speech Competition, Taiwan (2012)

REFERENCES

Shree Tatwadi

Banquet Manager
Events &Conferences
Crown Perth
Tell: +(61) 430033251
Shree.tatwadi@crownperth.com.au

Heike Hiller

Banquet Service Manager
Events &Conferences
Crown Perth
Tell: +(61) 450273316
heike.hiller@crownperth.com.au