

# IRA FREY

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## Education

### Master in International Hotel Management

October 2013 - present

Blue Mountains International Hotel Management School

### Bachelor of Science in Business Administration

October 2009-April 2013

Georg-August-University Goettingen

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## Soft skills

- Customer relations
- Multilingual
- Communication skills
- Time management
- Product knowledge

## Technical skills

- Micros
  - Opera
  - Protel
  - Excel spread sheet management
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## Professional experience

### Guest Service Agent

Adina Apartmenthotel Bondi Beach

August 2014 - present

- Customer service
- Reservations
- Protel

My work at the 111 room 4.5 star Adina Apartmenthotel Bondi is most likely the most diverse job position I ever held. Working during my placement as a receptionist, concierge and reservations assistant as well as night auditor has given me an excellent insight of all aspects of the front office department. Being at busy times the only receptionist on shift I was able to take a lot of responsibility.

### Food and Beverage Attendant

Rydges Sydney Central (previously: The Sebel by Accor)

February 2014 - August 2014

- Customer service
- Product knowledge
- Micros

Working at Rydges, a 4 star hotel with 271 rooms, I was able to gain experience in all Food and Beverage outlets of the hotel. Responsible for the service in the fine dining restaurant at night, friendly customer service and excellent product knowledge are highly important for my position. The work in the room service outlet as well as banqueting requires punctuality and very accurate time management.

## Food and Beverage Attendant

May 2013-September 2013

Robinson by Tui Group

- Product knowledge
- Customer relations
- Working extended hours

Working in the four star hotel Robinson by Tui as an Intern I was part of a team responsible for buffet service during breakfast, lunch and dinner, as well as the fine dining restaurant. Too we provided special services for wedding proposals and anniversaries. My personal responsibility was it to provide private dinner with wine service. Excellent product knowledge was essential for this job. During peak times and events our team was asked to work long hours under high pressure.

## External Relations

June 2012- April 2013

Aiesec International

- Teamwork
- International Relations
- Communication skills

Working as a volunteer for the largest student organisation worldwide, AIESEC, in the External Relations department included the task to cold-call companies to introduce the student organisation and its goals. When successful, our team was responsible to hold presentations in front of the head of the companies. Learning about different cultures and behaviours made the work with AIESEC both, very challenging but also very fulfilling.

## Auditor

November 2011-March 2012

PricewaterhouseCoopers

- Time management
- Excel Spread sheet Management
- Customer relations

The very seasonal business of auditing makes it very important to provide flawless numbers to a certain date. Auditors are expected during that time to work more hours under very high time pressure. An excellent time management is crucial as well as an accurate Excel Spread sheet Management to the job. Adapting to different types of customer organisations is one of the major requirements of an auditor.

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## Language skills

GERMAN	PORTUGUESE	ENGLISH	SPANISH	ITALIAN	FRENCH
Mother language	Business Proficiency	Business Proficiency	Intermediate Proficiency	Basic Proficiency	Basic Proficiency