

**SIZE-NGA-TONG, CONSTANCE**

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**CAREER OBJECTIVE**

To obtain a position as a Graduate Leadership Program Trainee or a Revenue Analyst to utilize my expertise in business management and offer logical thinking to meet and exceed the expectations of managers. Bringing professional and “can do” attitude and quick learning abilities to achieve the predefined goals of the organization.

**INDUSTRY EXPERIENCE**

Revenue & Reservation Intern  
The Westin Sydney

Dec 2016 – Jun 2017

- Monitor changes in competitor pricing and review channel performance
- Support and mentoring by both Revenue Manager and Reservation
- Interact with Sales and Reservation teams both onsite and offsite assist with reservation enquiries
- Work with different departments in the hotel for ad hoc programme
- Complete daily reports for the executive meeting, data analysis based on market segment, reporting the details or any emergency to the Revenue Manager.
- Provide pricing recommendations based on historical data and demand forecast
- Assist with corporate emails to provide rates and packages details

Guest Service Agent -Internship  
The Ultimo

Nov 2016 -Jun 2017

- Answer phone calls in a timely and professional manner
- Make reservations over the phone or in person
- Double check reservations for special requests
- Responsible for a cash float throughout the shift and ensuring it balances correctly at the end of shift
- Anticipate and address guest's service needs and concerns, resolve the issues in a timely manner

Customer Service Officer  
Specsavers Hurstville

Jun 2015- Sep 2016

- Dispense, spectacle measuring, frame styling, and contact lens teaching
- Handle customer complaints and consultant
- Administration work

Flight Purser-Team Leader  
Hong Kong Dragon Airline Ltd.-Hong Kong Base

Dec 2010 - Apr 2015

- Supervise teams, providing feedback and coaching
- Handle and solve passengers' complaints in person
- Instruct passengers on all safety and emergency procedures, crowd controlling
- Complete daily reports for catering, health and safety meeting straight deadlines
- Update the inflight manual and briefing fellow staff on changes

## **EDUCATION**

Blue Mountains International Hotel Management School

Master in International Hotel Management 2018

University of Strathclyde Glasgow

Bachelor of Arts in Tourism Management 2010

## **OTHER QUALIFICATION**

- SITHFAB204 Prepare and serve espresso coffee
- SITXFSA101 Use hygienic practices for food safety
- Responsible Service of Alcohol New South Wales

## **VOLUNTEER/ COMMUNITY ACTIVITIES**

Event Ambassador

Biennale of Sydney 2016

## **REFEREES**

Mr. Donald Cheung  
Reservation Manager  
The Westin Sydney  
PH: 0418 816 318

Ms. Winnie Chan  
Business Development Executive  
The Ultimo  
PH: 0425 267 668