

# VAISHNOVI SRIDHAR

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I would describe myself as a professional, hardworking person with a passion for acquiring new skills and knowledge. I am an extremely outgoing, unreserved and a people-oriented person. Through my studies at college and placement I have proved to fulfill tasks and duties in an efficient and responsible manner. I have displayed leadership skills at many occasions and also a great team player. I am a vibrant, honest, hard and a smart worker willing to take on any training to carry out my work well.

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## PROFESSIONAL EXPERIENCE

### Front Office Team Leader

January 2018 - Current

Pullman Quay Grand Sydney Harbor  
Sydney, NSW, 2000

- Supervise accurate and efficient Reception Operations including check in/out
- Ensure Front Office manager is fully aware of any relevant feedback from guests/other departments
- Carrying out shift handovers and briefing team on any events or VIP guests in the hotel
- Training new staff with the Front of house equipment and the Property Management Systems
- Assist other departments, as necessary and maintaining good working relationships with hotel Team Members
- Drive sales revenue and promote hotel services and facilities for up-selling opportunities
- Driving NPS and RPS with 'Guest of the Day' Program
- Demonstrating positive leadership characteristics to inspire Team Members to meet and exceed standards

### Guest Service Agent

April 2017 - Current

Pullman Quay Grand Sydney Harbor  
Sydney, NSW, 2000

- Providing a personalized service and experience for guests to enjoy
- Maintaining accurate guest accounts
- Making Reservations for accommodations, restaurant and bar
- Ensuring a high level of product knowledge of the Hotel and the local area and know what is happening in the hotel on a daily basis
- Addressing guests queries in a timely and efficient manner and handling guest complaints in a positive manner
- Performs cashier related duties like posting charges to guest accounts, charging virtual credit cards and raising paid out's
- Implement selling techniques to sell rooms and to promote other services of the hotel
- Preparing Amenities Requisition list for Room service and housekeeping

### Guest Service Agent

September 2016–April 2017

Blue Mountains International Hotel Management School  
Leura NSW, Australia

- Register guests and assign rooms with special requests whenever needed
- Execute concierge and porter duties
- Attend to all incoming calls in a professional and polite manner, constantly striving to provide total customer satisfaction
- Checking guests in and out.
- Evaluate and apply Property Management Systems (PMS)

**Housekeeping Attendant****September 2016–April 2017**

Blue Mountains International Hotel Management School  
Leura NSW, Australia

- Excellent Time management skills and attention to detail
- Replenish amenities according to the operational standards
- Cleaning guest rooms and public areas and ensuring they are well presented and maintain to hotel standard
- Using appropriate chemicals for cleaning purposes and to ensure safe work practices are maintained

**Mentoring Scholarship Student – Food and Beverage Department****September 2016–April 2017**

Blue Mountains International Hotel Management School  
Leura NSW, Australia

- Assisting instructors in training, evaluating, disciplining and motivating and coaching Students and serve as a role model
- Supervising and leading the team of Food and Beverage Attendants in all areas
- Mentoring and guiding front of house students
- Taking charges from Food and Beverage Outlets and ensuring it is posted by Front Office

**Food and Beverage Attendant****April 2016-September 2016**

The Pullman Reef Hotel Casino  
*Club Privé*, The VIP Lounge  
Cairns, QLD, Australia

- Catering to the needs of all VIP guests and ensuring their requests are met
- Ensuring immaculate presentation of the Lounge
- Barista skills, sound knowledge of wines, beverage and spirits

**Food and Beverage Attendant**

The Pullman Reef Hotel Casino  
*Flinders Bar & Grill*  
Cairns, QLD, Australia

- Opening and closing duties of the Restaurant including restocking items
- Perform tasks of attending to guest orders and maximize sales opportunities through knowledge of product and suggestive selling
- Accurate cash-handling and numeracy skills
- Prompt preparation and delivery of a la carte dining and beverage services for guests
- Liaise with the kitchen on Special Requests

**Food and Beverage Attendant****October 2016 - April 2016**

*Chamber's Fine Dining Restaurant, Yu and Mee,*  
*Cookies Café and Sublime Bar,*  
Blue Mountains International Hotel Management School,  
Leura NSW, Australia

- Proficient in operating the Point of Sale System
- Clear and reset tables as well as ensuring service areas are clean and tidy
- Serving food courses and beverages
- Present physical and accurate check to guests and process payment
- Maintaining hygienic food service techniques during service
- Performing Roles of Maître d'hôtel

## EDUCATION AND TRAINING:

**Bachelor of Business in International Hotel and Resort Management** **2015- Current**  
Blue Mountains International Hotel Management School at Torrens University  
Leura, New South Wales

**Graduate Privilege Partner Program** **2016- Current**  
Blue Mountains International Hotel Management School at Torrens University  
Leura, New South Wales

**Responsible Service of Alcohol RSA Certificate NSW** **October 2015**

**LANGUAGES:**

- English, Hindi, Tamil, Kannada – Fluent
- French - Basic

**COMPUTER SKILL:** Opera Property Management System, Micros Point of Sales System and Microsoft Office Suite

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## AWARDS AND ACHIEVEMENTS:

**The Three-Pillar Award Recipient – March, 2017**  
Blue Mountains International Hotel Management School at Torrens University Leura, New South Wales

**Pullman Quay Grand Sydney Harbour's Ambassador Committee – April 2017**  
Member of the Ambassador's Committee of the hotel to review feedback received by management and to create and implement initiatives to continue taking the hotel forward

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## REFEREES:

**Mr. Loris Esposto**  
Senior Food and Beverage Instructor  
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Hotel Management School at Torrens University  
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