

# Yi Cheng (CY)

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Available full time: 18<sup>th</sup> December 2017

## Objective

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*My short-term career goal is to secure a position as a guest service agent where I could improve my hospitality skill as well as contribute towards the success of the organization. I believe, I've a great Empathy towards others and this makes me to be a good team player. My long-term career goal is to become a successful manager in a Room Division department.*

## Professional Experience

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### Guest Service Agent – “BMIHMS at TUA” Suzhou 2017

Nov 2016- Jan

- Dealt with student's complaints, issues and problems
- Checked guest in and out with professional and efficient manner at all times.
- Responded to the customer's inquiries and demands.
- Coordinated with housekeeping department to track the room status.

### Duty Manager – “BMIHMS at TUA” Suzhou

Aug 2016- Jan 2017

- Effectively managed any issues in relation to safety, health, and welfare of students and or staff in the appropriate manner.
- Performed handover duties with previous DM on shift.
- Ensured no unauthorized person is on campus at any time without a visitors pass.
- Dealt with student's complaints and issues.

### Food and Beverage Attendant – “The Ritz- Carlton”, Hong Kong

July 2015- Jan 2016

The Lounge and Bar (All day dining)

- Welcomed and greeted guest to the restaurant and gave recommendation for guest
- Maintained different section areas service with other colleagues
- Opened and closed the outlet
- Stocked all the self-service and back of house areas.
- General cashing duties

#### Achievement:

- First class card, comments from Ritz- Carlton Gallup.

### Outdoor Vendor – Hong Kong Disneyland

May 2014- Jan 2015

- General cashing duties
- Handled customer's complaint
- Provided menu and take order
- Served Food and beverages.
- Stocked items and keeping inventory

## Education

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### **Blue Mountains International Hotel Management School at Torrens University**

- Bachelor of Business (International Hotel and Resort Management)

### **Tack Ching Girls' Secondary School**

- Hong Kong Diploma of Secondary Education

## Summary of Skills

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Responsible Service of Alcohol (RSA) Certificate (NSW)

PMS System (OPERA)

POS System (MICROS)

Microsoft Office Suite

## Language

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English, Cantonese and Mandarin

## Referees

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### **Mr. Adwin Chow**

(Ex- Outdoor Vendor Department Manager)

**Title:** Banquet and Special Event Manager

**Company:** Hong Kong Disneyland Resort

**Contract:** +852 3510 6258/ adwin.chow@disney.com

### **Mr. Min Paing**

**Title:** Success Coach

**Company:** Blue Mountain International Hotel Management School

**Contact:** +61 02 9307 4620/ min.paing@laureate.edu.au

### **Mr. Lee Hau Yan**

**Title:** Tax Accountant

**Company:** Gold Profits Service Limited

**Contact:** +852 9669 3737/ hauyanlee@rocketmail.com