

# RESUME

www

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Job Seeker ID ~ 417 182 0309

## **CAREER OBJECTIVE**

*To work within an Organisation where I can develop new Career Skills and apply my Determined Work Ethic, Positive Attitude and Experience as an Effective Team Member. By understanding the importance of client satisfaction, I aim to achieve benchmark Customer Service by analysing and interpreting client requirements to creating the most pleasant atmosphere and enjoyable experience available to the client.*

## **SKILLS AND ABILITIES**

- Experienced in Hotel Management with a working knowledge and training of all departments within a Hotel/Resort.
- Experienced in Reception and Accommodation Services, Front Desk Operations, Reservations and Night Auditing
- Experienced in Food and Beverage services with a working knowledge of Fine Dining, Silver Service, Restaurant Beverage and Wine Service, Bar Operations with experience within Pubs, Clubs, Resorts and Hotels and knowledge of Fine Wines, Cocktails and Espresso Coffee.
- Experience in Gaming, Poker Machines, Tab, Keno and Change Desk Operations.
- High Attention to Detail, Quality Cleaning and Housekeeping Standards with Experience in 4-5 star Hotels, Resorts and Luxury Serviced Apartments.
- Strong IT background with knowledge and training in PC upgrades and repairs, software packages, Website Design and Internet services, Hotel Management and Project Management software and Systems Analysis Object-Orientated Programming and Design.
- **Supervised** the 'Explorers Bar' at *Jenolan Caves Resort* and was responsible for training new junior staff, Stock control, updating Menus, Drink Promotions, Consulting with Wine Reps and Suppliers and Assisting in the Organisation, Marketing and Advertising of Events.
- **Supervised** Housekeeping at the *Fairmont Resort* and was responsible for Direct staff and facilitate daily work for Room Attendants, Laundry staff, Houseman and P.A. Cleaners, Inspect rooms and Public Areas, Linen and Stock control, Consult with Management, Suppliers and Guests.

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## PERSONAL QUALITIES

- Creative eye for detail, procedures and operations
- Reliable and Trustworthy
- Helpful and efficient customer service
- Take pleasure in getting the job done first time
- Enthusiastic and self-motivated
- Positive attitude and determined work ethic
- Aptitude to grasp concepts quickly
- Work well with others & strive higher in a team environment

## EMPLOYMENT HISTORY

2010 - 2011

**ACCOR M'GALLERY  
FAIRMONT RESORT – LEURA**

(Casual)

Housekeeping Supervisor (11 Months)

Casual Houseman / Room Attendant / Night Attendant

*Duties*

**Room Attendant:** Making beds, Cleaning rooms, kitchens and bathrooms, high attention to detail, 4 Star Resort quality cleaning, polishing, restock, clean pet friendly room, Wash balconies and courtyards.

**Houseman:** Collect linen and rubbish from Room Attendants and return to laundry attendants, Refill trolleys, restock and clean service areas, attend to Room Attendants restock linen and stock on trolley, help laundry staff sort and fold linen.

**Night Attendant:** Working in the evening attending to guest requests, extra beds, cots, linen, extra blankets, guest amenities, servicing rooms, clean any public areas required, vacuum hallways and conference rooms.

**Housekeeping Supervisor:** Direct staff and allocate daily work for Room Attendants, Laundry staff, Houseman and P.A. Cleaners, Inspect rooms and Public Areas, Linen and Stock control, Consult with Management, Suppliers and Guests, Answering Phone dealing with enquiries, Constantly communicating with Front Desk Manager and Resort General Manager regarding daily and weekly guest forecast and occupancy, reservation issues, rooms issues, guest issues and general cleanliness of the Resort, lost property, stocktake, Interviews, advertisements, supervise all housekeeping staff.

2009 - 2010

**SKYRIDER MOTEL – KATOOMBA**

(Casual)

Housekeeper

*Duties`*

Making beds, Cleaning rooms, kitchenettes and bathrooms, cleaning verandah and gardens, unpacking linen and stock, cleaning and reset restaurant, wash up and food prep for breakfast and lunch.

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## **EMPLOYMENT HISTORY cont...**

2009 (Casual) <i>Duties</i>	<b>INTERNATIONAL HOTEL SERVICES LILIANFELS BOUTIQUE HOTEL - KATOOMBA</b> Housekeeper (Contract Work) Making beds, Cleaning rooms, kitchens and bathrooms, high attention to detail, 5 star hotel quality cleaning, polishing floors and bathrooms, restock, training in cleaning pet accommodation, and outside court yards.
2009 - 2010 (Casual) <i>Duties</i>	<b>OZERES SERVICES - LITHGOW ONLINE BOOKING ACCOMMODATION SERVICES</b> e-Commerce IT Consultant Assisted with the implementation of Lithgow, Blue Mountains and Surrounds - booklithgow.com.au by contacting Accommodation Providers and entering information, room types and availability calendars for accommodation in Lithgow, Oberon, Mudgee, Bathurst, Coonabarabran and Hawkesbury regions.
2008 (Casual) <i>Duties</i>	<b>SECURE TECH CLEANING SERVICES YORK – LEURA GARDENS &amp; FAIRMONT RESORT</b> Housekeeper (Contract Work) Making beds, Cleaning rooms, kitchens and bathrooms, mini bar restocking, high attention to detail cleaning and laundry services
2007 - 2008 (Casual) <i>Duties</i>	<b>WOOLWORTHS PETROL – LITHGOW</b> Customer Service Officer Console operator, Cash handling, Answering telephones, Customer Service, Store Stock take, General Cleaning duties, Restocking store, fridges, shelves and display, Forecourt cleaning, Open Store and Lockup Service Station.
2006 - 2007 (Fulltime) <i>Duties</i>	<b>HYDRO MAJESTIC – MEDLOW BATH</b> Bar Tender / Waitress (Food & Beverage Attendant) Bar Operations, Beverage services, Cocktails, Barista, Restaurant Beverage and Wine table service, Waitressing, Beverage catering for Conferencing, Groups and Weddings, Training work experience and new staff, General cleaning duties, cash handling, Bar open and shut down procedures, restocking, table set and decorations for functions.
2006 (Casual) <i>Duties</i>	<b>ON THE BRINK CAFÉ – MT VICTORIA</b> Kitchen hand / Waitress Bar and tray service, espresso café, Waitressing, Food preparation, general cook duties, general cleaning and kitchen hand.

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## **EMPLOYMENT HISTORY cont...**

- 2006  
(Casual)  
*Duties*
- THE FALLS LUXURY APPARTMENTS – WENTWORTH FALLS**  
Housekeeper  
Making beds, Cleaning rooms, polishing full chrome kitchens and silver polishing around room and Spa bath jets, high attention to detail, 5-star Luxury Apartments perfection and quality cleaning, polishing tiled floors and cleaning outside courtyards.
- 2006  
(Casual)  
*Duties*
- THE GARDNERS INN HOTEL - BLACKHHEATH**  
Bar Tender / Waitress  
Bar Operations, Beverage Service, Tab, Gaming Machine Operations, Waitress and General Cleaning Duties, Cash Handling, Bar Shutdown Procedures, Restocking and keg changing, Bottle shop sales, Telephone enquiries, Room Reservations, customer service and Experience pouring Imported Beers and Guinness on tap.
- 2005  
(Casual)  
*Duties*
- COLES EXPRESS - ORANGE**  
Customer Service Officer  
Console operator, Cash handling, Answering telephones, Customer Service, Store Stock take, General Cleaning duties, Restocking store, fridges, shelves and display, Forecourt cleaning, Open Store and Lockup Service Station.
- 2004  
(Full Time)  
*Duties*
- WENTWORTHVILLE LEAGUES CLUB - WENTWORTHVILLE**  
Club Attendant (Floater – Trained in all areas of the club)  
Bar Operations, Poker Machine Beverage and tray service, Machine Attendant, fix machine errors and refilling coins, Tab Operator, Keno Operator, Change Desk Operator, Club Reception and membership sign up, Barista, Restaurant / Bistro cleaner, waitress, cashier, kitchen hand.
- 2002 – 2004  
(Full Time)  
*Duties*
- JENOLAN CAVES RESORT – JENOLAN CAVES**  
Hospitality Traineeship – 2002 to 2003  
Bar Supervisor – (Completed 1 yr traineeship and 6 months Grade II)  
**Housekeeping** – Make beds, clean kitchens and bathrooms, Standard Housekeeping duties in Motel 'Mountain Lodge', Attention to Detail cleaning in 'Caves House' Heritage Hotel, assisted with laundry, public area cleaning, Assisted in Supervising Junior Staff (*Several times weekly in 2<sup>nd</sup> Year*)  
**Front Desk** – AM/PM Shifts, Check-in and Out, Reservations, Reception Cashier, Guest Enquiries and Services  
**Night Audit** – Balancing Hotel Departments, Cash and Eftpos transactions, Hotel daily revenue and flash reports

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## **EMPLOYMENT HISTORY cont...**

**Restaurant** - Cashier and Waitress, General Restaurant cleaning duties and reset Tables

**Bar Operations** - Restaurant Beverage Tray Service, Wine table service, Bar Service, Cocktails, Espresso Coffee, Cashier, Quality Customer Service, Stock control, Training junior staff, updating Menus, Drink Promotions, Consulting with Wine Reps and Suppliers

**Back Office** - Creating Promotional material/posters, update Website, Consulting Clients and Guests about Events, Functions, Reservation problems, Schools and Group bookings and Assisting in the Organisation, Marketing and Advertising of Events.

1999 – 2007  
(Family Business)  
*Duties*

### **DEBWEB DESIGN AND CREATION - LITHGOW**

Website Designer and IT Consultant

Website Design, upgrading and repairing Computers, customer service, general office duties, answering telephones, customers enquiries, conflict resolution, IT support, Internet Support and Project Management.

## **EDUCATION AND TRAINING**

### **Statement of Attainment:**

2003	Responsible Service of Alcohol
2003	Responsible Conduct of Gambling
2000	Internet, A first Course
2000	Introduction to M.Y.O.B
1999	Business Services (Desktop Publishing)
1998	Computers, A first Course

### **Certificate Courses:**

2003	Hospitality Operations, Cert II
2003	Hospitality Supervision, Cert IV
2000	Information Technology, Cert II
2000	Information Technology, Cert IV

### **Diploma Courses:**

2001	Information Technology, Software Development
2008	Information Technology, Website Development

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## REFEREES

### **Ms. Sandra Willey**

Executive Housekeeper (2010 – 2011)  
Accor M'Gallery Fairmont Resort – Leura  
Ph: (02) 4784 4144

### **Mr. Simon Brink**

Operations Manager  
On The Brink – Mt Victoria  
Ph: 0412 620 261  
[www.simonbrink.com](http://www.simonbrink.com)

### **Mr. Archer Field**

Previous Jenolan Caves Resort Lessee  
Jenolan Caves  
Ph: 0425 899 233

### **Ms. Amy Gilderdale**

Previous Housekeeping Supervisor (2009)  
York Fairmont Resort – Leura  
**Current:** *Store Person*  
*Accor M'Gallery Fairmont Resort*  
Ph: (02) 4784 4144

### **Mrs. Debra Morris**

DebWeb Design and Creation  
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