

# Louise Boyle

1 Main Street, Cork

085 55667788

exemail@example.com

## Profile

Energetic, motivated 4<sup>th</sup> year Hospitality Management student who is highly organised and provides quality customer service to ensure an excellent guest experience. Works effectively in a team, with strong communication, problem solving and conflict resolution skills. Seeking a position in....

## Education

2012-Present    **BBus (Hons) Hospitality Management**    Cork Institute of Technology  
Result Year 3; 2:1

### Core Modules

Hospitality Consultancy  
Strategic Marketing  
Tourism Business Strategy

Entrepreneurship and Innovation  
Hospitality Resource Efficiency  
Investment Appraisal

### Projects/Assignments (1 OR 2)

*Title (in italics)*

- Objective of the project was to develop ...
- Designed and created ...
- Presentation of ...

2011    **Travel in Tourism (FETAC Level 5)**    Cork College of Commerce  
Result; Distinction

### Core Modules

Travel Agency Service Skills  
Communications  
Irish Heritage and Cultural Resources

Global Distribution Systems  
Tourism Principles and Practice  
Tourism Information and Administration

2010    **Leaving Certificate**    St Anne's, Cork  
350 points

## Work Experience

March 2012 – Present

**Front Office Receptionist & Supervisor** Barry's Hotel Cork City.

- Actively involved in improving the service standards at the front desk, to enhance efficiency and productivity.

- Handling all day to day operations at reception and reporting the same to General Manager
- Providing full and comprehensive reservation services to all Tour Operators & Customers
- Oversee the service standards in all Front Office & Guest areas ensuring that they meet or exceed customer expectations.

Nov 2010 – Mar 2012

**Waitress** O'Donoghues Bar & Restaurant

- Providing a warm welcome for customers
- Receive food & drink orders & serve customer requests to the standards required
- Ensure timely delivery of all food & beverage items to customers
- Understand menu content and keeping up to date with any menu change

### **Skills Profile**

- *IT*; MS Office Suite proficiency
- *Communication*; Excellent people and interpersonal skills, further developed through customer care duties in my employment
- *Teamwork*; Working as an effective team member is vital, as experienced during college projects and in the workplace in order that everything goes to plan
- *Leadership & Organisational*; Effective at managing time and prioritising tasks, as is essential working in Reception of a busy Hotel, ability to organise staff and take charge of a situation
- *Problem Solving*; Work well and stay calm under pressure, can resolve and de-escalate conflict with an ability to quickly evaluate alternatives and decide on a plan of action

### **Interests and Activities**

- Membership of any clubs and societies
- Any charity work/fundraisers you have taken part in
- Have a keen interest in reading, particularly current affairs and biographies.
- Also enjoy Health & Fitness, attend the local gym regularly.

### **References**

Available on request

*(Ideally provide 1 Professional & 1 Academic reference)*