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# Paula Jones

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Address Line 2

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## HOSPITALITY MANAGEMENT TO CABIN CREW

◆ 5 Star Housekeeping - Silver Service - PA Administration ◆

A highly personable and sociable team member, benefiting from experience within the competitive hospitality and customer service industry that has required the ability to think on one's feet, a high degree of numeracy and problem solving abilities, multi-cultural approach to dealing with complaints and enquiries from diverse range of people. Possessing a determined approach in coping with long hours, prioritizing large workloads and meeting strict deadlines. Now looking forward to making a significant contribution within a Cabin Crew Team for an airline that offers genuine opportunity for career progression.

### KEY SKILLS AND EXPERIENCE

- First Class Hostess
- Special need customers.
- Cash handling
- Caring for sick children
- Working unsocial hours
- Customer Service
- PA administration
- Public speaking / presentations
- Marketing and promotions
- First aid
- Sales / retailing
- Balancing accounts
- Health and Safety
- Computer literacy
- Quality Assurance

### PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

#### SERVICE ADVISOR / RECEPTIONIST

2007- 2009

Name of Company A

- Meeting and greeting customer and attending to there requirements, e.g.
- Confirming costs, updating on progress / problems throughout the day, ensuring deadlines are met, providing loan cars, or any other form of transport as required.
- Busy administration and large amounts of paperwork involved.
- Answering telephone enquiries, quotes, bookings and dealing with complaints.
- Up-selling extras.

#### FINANCE CONSULTANT (CREDIT CONTROL)

Jan 06 - 2007

Name of Company B

- Dealt directly with customers on a one-to-one basis to identify and rectify problems.
- Developed existing accounts after Identifying "at risk" cases.
- Provided solutions to accounts in arrears making significant cost savings to the company.
- Exceeded all Key Performance Indicators (KPIs).

#### WAITRESS / HOSTESS (FIRST CLASS)

Jun 05 - Nov 05

Name of Company C

- A 5 star hotel and a member of the prestigious "Relais & Chateaux".
  - 5 Star housekeeping and silver service trained.
  - 40-60 hour working week.
  - On occasions, supervised up to 15 staff in the restaurant. Planned and managed special events/functions.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### ADMIN ASSISTANT (RETAIL)

Jan 06 - Present

Name of Company D

- General administration, PA and sales orientated duties.
- Helped with market research, promote and co-ordinate VIP shopping nights for the 3 major superstores.
- Oversaw the running of Kitchen Design Seminars and Cooking Wine nights.
- Worked inter-departmentally, solving problems.

### SPA CO-ORDINATOR / RECEPTION SUPERVISOR

May 02 - Feb 05

Name of Company E

- A 4.5 star resort, located at one of Australia's most celebrated private island destinations.
- Responsible for reception, retail and maximizing sales, staff rosters, customer relations.
- Trained the reception team.
- Dealt with various travel agency clients.
- Conducted daily tours for up to 80 people.
- Won the "Employee of the Month" accolade (out of over 1000 staff).

### ACCOUNT RECEIVABLE CLERK (1 DAY / WEEK. Oct 03 - Feb 04)

Name of Company F

- Processed invoices, and credit card transactions, produced sales reports, accounts reconciliation, banking,

### CASUAL WAITRESS (Sep 02 - Jan 03)

Name of Company G

## EARLY CAREER SUMMARY

**First Class Maitre-d.** Supervision of an Italian Restaurant (serving 30 customers at one time)  
Queensland, Australia. (2000 - 02).

**Promotions Officer** (Sales and Australian Geographic Manager).  
Newsagency, Queensland, Australia. (1994 - 00).

## COURSES

Formal external training and in-house courses, has supplemented my extensive hands-on experience: M

**Business Administration** level 2 TAFE  
**Youth Leadership** Toast Masters

Grooming and Department, Modeling, Managing Financial Performance, Fire Safety, First Aid at Work, Managing Poor Performance, Interview Skills, Basic Food Hygiene, Wine Tasting, Industrial Law, Management Principles, Marketing and Human Resources, Product Training, First Aid.

## EDUCATION

**Senior Certificate** Toolooa State High School, Queensland, Australia 1992

## PERSONAL

**Interests and Pastimes:** Reading, yoga, keep fit, travel, entertaining, dancing, scuba diving.

**Born:** 1975.

**Mobility:** Full clean driving license.

*References available on request.*