

Natalie Salive

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EXPERIENCE

Eagles Nest, Luxury Lodge NZ, New Zealand — Banquets/Bookings

September 2015-2017

- Set up and pack down of weddings/functions
- Equipment stocktake
- Villa preparation for arriving and departing guests
- Reservations, creating and booking holidays for returning and loyal guests
- Administration, filing and sorting bookings
- Direct point of contact between staff, management and suppliers
- Assistance with staff inductions
- Assistance with staff employment
- Assistance with staff rostering
- Assisting with guests weddings organising functions and events, direct point of contact with wedding coordinator
- Designing floor plans and look of wedding/event
- Managing a team of 20+

The Duke of Marlborough Hotel, New Zealand - Reservations Agent/Food and Beverage Supervisor

March 2017-2019

Reservations Agent

- Entering bookings into the hotel reservations system using clarity
- Contacting all OTA for booking and guest enquires
- Answering emails, phone and taking bookings for returning or loyal guests
- Handling cash and credit card details, processing payments, end of day cash up
- Working with online travel agents to create and personalize bookings
- Stock ordering and control for all onsite hotel products
- Part time personal assistant to general manager
- Schedule and coordinate meetings with managers
- Diary management
- Telephone enquires

- Receive and report feedback/complaints
- Worked collaboratively in a team to support the business

Food and Beverage Supervisor

- Managing teams of 4-20 members
- Working independently or within a team
- Staff rostering
- Staff inductions
- Interviewing and hiring new employees for the business
- Oversee all front and back of house hotel/restaurant operations
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally
- Maintain quality control on all food and beverage served
- Responsible service of alcohol
- Recommendations for food and wine

The Star Casino, Broadbeach Gold Coast Australia - Bartender

June 2019 - Present

- Responsible service of alcohol to patrons
- Cocktail making
- Basic wine knowledge
- Clearing front and back of house duties
- Worked independently and within a team
- Trained others for glassie positions
- Stock order
- Putting stock away
- Stacking fridges
- Recycling of cardboard and other rubbish

EDUCATION - Learning Cloud Australia

June 2017 - April 2019

Certificates in the following-

Advertising and Promotions BBS202

Wedding Planning and Event Mangement VTR014

Food and Beverage Mangement BTR102

Wedding Photography BPH206

Current QLD RSA and RSG

Currently enrolled to complete RMLV QLD

REFEREES

Amy Munn

General Manager

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Diane Joy

Reception manager

The duke of Marlborough Hotel, NZ

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