



Faranisese Qauqau

Olosara
Sigatoka

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EDUCATION

Diploma in Hotel Management June 2001 — September 2002
Queensland Institute of Business & Technology

- Obtained Diploma in Hotel Management

High School January 1993 — December 1998
Adi Cakobau School, Sawani

- Obtained Fiji School Leaving Certificate
- Obtained Fiji Junior Certificate

Primary School January 1987 — December 1992
St. Peter Chanel School, Korolevu

- Obtained Intermediate Certificate

WORK EXPERIENCE

Fiji Hideaway Resort & Spa July 2012 — November 2012
Front Office Clerk / Trainee Guest Relations Officer

- Greet and register incoming guests
- Process guest folios and collect payment
- Administer and manage cash handling responsibilities
- Handle guest requests and concerns promptly and with courtesy
- Assist guests with any inquiries regarding local entertainment, restaurants or transportation
- Maintain efficient and effective flow of information with guests and all internal departments
- Handle additional duties as needed by guests or management
- Print updated in-house, arrival, departure, and room status reports every two hours pending activity
- Check and clear telephone records throughout shift
- Check all unresolved departures
- Review service requests for arrivals
- Ensure front desk is stocked with any items guests may require before housekeeping leaves for the day
- Write all wake-up call requests on specified form and enter on
- Ensuring cleanliness of reception

Fiji Hideaway Resort & Spa April 2011 — June 2012
Reservations Clerk

- Handling incoming reservation requests / correspondence, confirming or regretting on the day received
- Preparing daily forecasts with tracking future room availability on the basis of reservations and helping develop forecasts for room revenue and occupancy within the next three months
- Open and close the availability as and when required of hotel in all the third party

sites and on the hotel website

- Preparing expected arrival list for front office use
- Assisting in preregistration activities when appropriate
- Monitoring advances deposit requirements
- Handling daily correspondence, responding to inquiries and making reservations as needed
- Ensuring files are kept up to date
- Configuring rates on the hotels property management system
- Providing prompt and efficient service at all times
- Upselling whenever possible to maximize occupancy and revenues
- Ensuring all reservations are entered accurate and mesh update maintained consistently
- Aware of booked-out status and need periods to maximize sales opportunities.
- Advise reservation manager of any deviations in rate applications
- Handle and process billing requirements whenever appropriate
- Creating and maintaining reservation records usually in monthly order

Castaway Island Resort, Malolo

August 2010 — April 2011

Reservations Clerk

- Providing prompt and efficient service at all times
- Upselling whenever possible to maximize occupancy and revenues
- Ensuring all reservations are entered accurate and mesh update maintained consistently
- Aware of booked-out status and need periods to maximize sales opportunities.
- Advise reservation manager of any deviations in rate applications
- Handling incoming reservation requests / correspondence, confirming or regretting on the day received
- Handle and process billing requirements whenever appropriate
- Preparing monthly forecasts once a week
- Assist at reception whenever possible

Warwick Fiji Resort & Spa

October 2007 — August 2010

Reservations Clerk

- Handling incoming reservation requests / correspondence, confirming or regretting on the day received
- Ensuring all reservations are entered accurate and mesh update maintained consistently
- Preparing daily forecasts with tracking future room availability on the basis of reservations and helping develop forecasts for room revenue and occupancy within the next three months
- Aware of booked-out status and need periods to maximize sales opportunities.
- Advise reservation manager of any deviations in rate applications
- Handle and process billing requirements whenever appropriate
- Upselling whenever possible to maximize occupancy and revenues
- Assist at reception and switchboard when required
- Providing prompt and efficient service at all times

Warwick Fiji Resort & Spa

November 2005 — October 2007

Front Office Clerk

- Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience
- Building a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service
- Dealing with guest requests to ensure a comfortable and pleasant stay
- Assisting in dealing with customer complaints in an effective and courteous

manner, providing or seeking solutions as quickly as possible

- Responsible for accurate and efficient accounts and guest billing processes
- Assisting in keeping the hotel reception area clean and tidy at all times
- Undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area
- Administering all routes of reservations (eg, online, phone) to ensure that room bookings are made and recorded accurately
- Ensuring that all reservations and cancellations are processed efficiently
- Be well versed with room prices and special offers to provide accurate information to guests
- Recording and reporting any maintenance, breakage or cleanliness problems to the relevant manager

Warwick Fiji Resort & Spa

November 2005 — November 2012

Switchboard Operator Trainee

- Coordinate calls in sending and receiving phone calls from guests or staff
- Greeting callers, namely guests and providing them with excellent customer service.
- Directing phone calls to the designated department or assist guests with your best customer assistance to questions or concerns one may have
- Process and record wake up calls for early check outs or on guest request

Warwick Fiji Resort & Spa

March 2005 — November 2005

Housekeeping Trainee

- Coordinating phone calls both internally and externally for suppliers
- Constant check on vacant ready rooms prior to release for sale
- Distribute and control use of master keys
- Take note of in-house and V.I.P's and arriving V.I.P's
- Report items that need to be maintained to engineering
- Record activities, problems arising and follow up work as necessary in log book
- General housekeeping duties
- General supervisors duties
- Follow up on room allocations
- Prepare maid supplies according to maids list
- Month end stock taking

Warwick Fiji Resort & Spa

June 2003 — October 2004

Sales & Marketing Trainee

- Maintaining an efficient filing system ensuring operational efficiency
- Set up and maintaining a trace system to ensure timely follow up is carried out
- Organize and co-ordinate site inspections for existing and prospective clients / agents
- Assisting and Undertake special project directed by the sales managers
- Meeting and entertaining VIP guests

Warwick Fiji Resort & Spa

December 2002 — January 2003

Front Office Clerk Trainee

- Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience
- Building a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service
- Dealing with guest requests to ensure a comfortable and pleasant stay
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QUALIFICATIONS

- Diploma in Hotel Management
- Certificate IV in Business

SKILLS

- Able to Listen
- Accept Feedback
- Adaptable
- Customer Service Experience
- Desire to Learn
- Great Team Player
- Good at Networking
- Tolerance
- Ability to work with several operating systems including Microsoft Fidelio, Opera and Room Master
- Knowledge of Microsoft Office Programs

INTERESTS

- Reading
- Music

REFERENCES

• Ranadi Bolawaqatabu
Former Guest Relations Manager

Fiji Hideaway Resort & Spa

Mobile: 8660 477

- Pauliasi Delana
Reservations Manager

Castaway Island Resort

Qalito Island, Malolo

Phone : 6661 233

Mobile: 9209 105

- Petero Manufolau
Marketing Manager

South Pacific Tourism Organisation

Suva

Phone : 3304 177

Mobile: 9987 991 / 9032 257