TONY LOPEZ

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**Skills and Attributes:**

14 + years of experience within the hospitality industry

Effective communication and management skills

High attention to detail

Highly organized with the ability to prioritize and multi-task

Ability to work effectively within a dynamic team

Have a positive attitude to work and achievement of performance targets

Consistently maintain a professional standard of personal presentation

Exceptional customer service

**Education:**

**Responsible Service of Gaming –**Express online training Completed 2018

**Cardiopulmonary Resuscitation** –Far North Training & Consultancy Completed 2017

**Responsible Service of Alcohol**  - Etrainu Completed 2016

**Diploma of Business -** Australian Institute of Professional Education Graduated 2011

**Responsible Service of Food** – The Good Food Company Completed 2006

**Administration Experience:**

***Port Douglas Neighbourhood Centre September 2017-2018***

***Volunteering – Reception, Administration, Fundraising, Event management, Co Facilitator with be connected computer training for learners.***

***Duties:***

Opening and closing, reception procedures

Referring enquires to correct parties.

Excellence in customer service and phone etiquette.

Excellent cash handling skills.

Various administration tasks.

Entering daily statistics /data entry.

Media liaison.

Organizing and distributing appreciation certificates.

Event organising.

Sourcing raffle prizes within the community including email interaction in accordance with

Seeking raffle prize donations.

***Reception/Administration Training (unpaid once a week) March –April2017***

***Lazy Lizard Motel, Port Douglas Qld 4877***

***Duties:***

Training in Hyrum Computer Systems.

Preparing housekeeping reports.

Familiarity with room rates

Handling phone bookings over the phone and via email, excellent communication etiquette booking airport transfers.

**Other Professional Experience:**

***Bar Attendant Central Hotel -Port Douglas August 13th 2018- Present***

***Duties:***

Beverage service

Clearing and wiping tables

General housekeeping duties

Keno operations

Communicating with management to ensure safe work practices

***Food and Beverage Attendant April 2016- August 2018* *Wild life Habitat – Curlew Café and bar, Port Douglas***

***Duties:***

Opening breakfast shift/Closing Lunch shift

Cash up procedures

Stock replenishment/monthly stocktake

Wild life park guidance to customers

Tour group set up for morning tea and lunch

Buffet set up and packing down and general buffet duties

Café operations/Barista/cocktail experience

Function set up and pack down organisation and operations

Daily, weekly and monthly tasks

Table service/clearing tables

***Food and beverage Attendant December 2017- January 2018***

***Barrier Reef Tavern Bistro Port Douglas***

***Duties:***

Setting up and clearing tables

Table service

Till operations

Writing meal specials on white board

***Bar Attendant / Waiter/Reception and Administration Duties* J*une 2015 to May 2016***

***Port Douglas, Turtle Cove Beach Resort***

***Duties:***

Cash up procedures

Preparing documentation for guest arrivals and assisting with guest check ins

Proficient and competent in basic computer skills and data base systems

Reception duties, training via checklist Food running/clearing table

Training in reservation management systems

Booking airport transfers

Answering phone calls in a professional manner

Bar duties/customer service

Opening breakfast shift/closing dinner shift

Barista/cocktail experience

Bar restocking/monthly stocktake

***Food and Beverage Attendant Peppers Beach Club Port Douglas***

***June 2014 – April 2015***

***Food and Beverage Attendant* *Hotel Grand Chancellor –Palm Cove*  *Jan 2014 – April 2014***

***Bar Attendant / Waiter* *Turtle Cove Beach Resort Port Douglas***

***June* *2012 – Jan 2014***

***Food and Beverage Attendant*  *Ramada Resort Port Douglas***

**July *2009 –* October *2013***

***Duties:***

Food Running/Clearing tables

Bar Duties/Customer service

Experienced barista

Opening breakfast shift /Closing Dinner Shift

Cash up procedures

Mini Bar

Poolside service/cocktail experience

A La Carte dining service

Opening breakfast shift/closing dinner shift

Bar restocking/monthly stocktake

Room service/tray collection

**Professional Referees:**

Bert Gerbands – General Manager- Turtle Cove Beach Resort

Port Douglas QLD 4877

(07) 4059 1800

Reported directly to Bert throughout the term of my employment