

# Mana MISUMI

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Visa type : 300 Prospective marriage

## Profile

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## Carrer History

**Executive secretary** | 06.2021 – 07.2022

**Woven Planet Holdings, Tokyo , Japan**

- Organized and coordinated meetings, conferences, travel arrangements.
- Handled incoming emails, calls and other materials with a kind, polite and friendly manner.
- Processed invoices and other financial transactions.

**Spa Club Lounge Attendant** | 04.2020 – 06.2021

The Ritz-carton Tokyo, Tokyo , Japan

- Increased guest satisfaction through great communication skills.
- Expedite guests' orders and ensure that they are delivered to their tables within the specified timelines.
- Spoke with guests to ensure satisfaction with food and service, and took sincere care of complaints.

**In room dining Attendant** | 03.2019 – 11.2019

**Hyatt Regency Sydney, Sydney, Australia**

- Served guests their food and beverage in prompt, courteous manner as per the standard sequence of service.
- Worked collaboratively with team to ensure all customer needs are met and hotel standards of service are maintained.
- Trained new attendants on safety, food handling, and customer service protocols.

**Food and Beverage Attendant** | 01.2018 – 03.2020

## Novotel Sydney Brighton Beach, Sydney, Australia

- Efficient and effective customer service contributed to improve rates of return business.
- Ensured that all orders were accurate and brought to each table in timely manner.
- Maintained full product knowledge of menu and drinks.

## **EDUCATION**

- **Blue Mountains International Hotel Management School, Sydney, Australia**

Master of International Hotel Management Course | 04.2017 – 03.2019

- Southern Cross University, Gold Coast, Australia

Graduate Certificate in International Tourism and Hotel Management | 07.2016 – 11.2016

## Reference

Jinny Lam ( Chef for Novotel Sydney Brighton Beach )

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