

RESUME

Xintao(John) Nian

0411 222 333

Professional Summary

Knowledgeable housekeeping management professional familiar with hotel operations, Guests service, cleaning procedures, Hotel front desk operation and health and safety regulations. Experienced housekeeping management professional bringing expertise in budget administration, inventory controls and schedule management. 6+ year record of success in hospitality operations.

Working closely with front desk, solve all guests requires on time on standard.

Enable to multi-task under pressure, while having a very strong attention to detail about all guests needs.

Familiar with OPERA system. 04

Always ready for duty call, even on public holiday.

Friendly with strong interpersonal skills across all levels of an organization. Offering a strong work ethic and dedication to achieving results.

Work History

Crown Promenade Melbourne - Front desk attendant / Bell attendant / HD Bell captain

Melbourne , Vic

10/2021 - 12/2022 (leaving AUS due to family issue)

- Responsible for all guests bookings calls and inquiries.
- Handle all walk in guests.
- Greeting and Handle VIP guests (Hollywood movie star/ AUS open tennis player/ F1 etc.)
- Responded all billing enquires.
- Researched and updated all required materials needed for firm and partners
- Responded to customer requests via telephone and email
- Using OPERA to check in and check out guest
- Assisting team to set up rooms as per guests' requests (Wedding / Birthday etc.)
- Copied, logged and scanned supporting documentation
- Setting up meeting rooms when needed.

Crown Metropol Melbourne - Assistance HSK Manger

Melbourne , Vic

11/2019 - 04/2021

- Coordinated household cleaning service operations, including driving business development and managing client relations
- Placed orders for housekeeping supplies and guest toiletries
- Promoted safety by demonstrating proper operation and training staff on power equipment tools
- Maintained controls over expenses and inventory for optimal budget tracking
- Managed a staff of 100 housekeepers in busy hotel with 658 rooms
- Worked with front desk to respond promptly to all guest requests
- Utilized chemicals and cleaning equipment in accordance with safety protocols and proper operating standards
- Daily HSK operation
- Self checking all VIP guests' rooms (Hollywood movie star/ AUS open tennis player/ F1 etc.)

- Isolation Hotel HSK operation for Crown Metropol Melbourne
- Work with Crown system (OPERA Indoor check etc.)

John-Anna PTY LTD - BnB Manger And Business Owner

OLINDA, VIC

01/2018 - Mid 2019

- Responsible for all guests bookings calls and inquiries.
- Handle all walk in guests.
- Researched and updated all required materials needed for firm and partners
- Responded to customer requests via telephone and email
- Implemented marketing strategies which resulted in 12% growth of customer base
- Copied, logged and scanned supporting documentation
- Entered details such as payments, account information and call logs into the computer system

Quest Melbourne Airport - Housekeeping Manager And Front Desk Assistant

Melbourne Airport, VIC

01/2015 - 09/2017

- Placed orders for housekeeping supplies and guest toiletries
- Communicated repair needs to maintenance staff
- Evaluated employee performance and developed improvement plans
- Maintained controls over expenses and inventory for optimal budget tracking
- Managed a staff of 17 housekeepers
- Safely used chemical cleaning materials
- Managed team productivity and workflow to exceed quality standards
- Utilized chemicals and cleaning equipment in accordance with safety protocols and proper operating standards
- Coordinated household cleaning service operations, including driving business development and managing client relations
- Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements
- Trained and mentored all new personnel to maximize quality of service and performance
- Directed team of 17 personnel in busy hotel with 94 rooms
- Worked with front desk to respond promptly to all guest requests
- Recruited and trained 30+ new members of the guest service team
- Delivered messages, mail and packages left for guests and hotel facilities in a timely manner
- Escorted guests to their assigned rooms, including transporting their luggage
- Greeted and welcomed all hotel guests with a smile
- Drove improvements to workflow and room turnover with hands-on, proactive management style
- Completed schedules, shift reports and other business documentation

- Developed and mentored staff on policies and protocols to foster new program implementation

Skills

- Self-motivated
- Project management
- Inspection reviews
- Document scanning
- Team leadership
- Staff development
- Budgeting and finance
- Report writing
- Managing staff members
- Employee development
- Issue resolution
- Supervision and training
- Goal setting

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