



## PROFILE

Hi, my name is Kendra Klucs. I am a graduate with a bachelor's degree in International Real Estate and Facility Management. Working a lot in hospitality and customer focused environments I quickly discovered my passion to work for and with people. I find it fulfilling to see them happy and satisfied with the service they get.

I like to be challenged, enjoy solving problems/issues, have a passion for turning customer/client wishes into results and have an eye for detail. I am eager to learn and looking forward to starting my working career. My aim is to stay in Melbourne indefinitely after my current temporary visa expires next year August.

## CONTACT

### PHONE

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### CURRENT VISA

Working Holiday Visa

# Kendra Klucs

## EDUCATION

### **BBA International Real Estate and Facility Management**

**Sep 2014 - Jun 2018**

NHTV Breda University of Applied Sciences, The Netherlands

### **Higher General Secondary Education (BI-Lingual)**

**Sep 2008 - May 2013**

Revis Lyceum Doorn, The Netherlands

## WORK EXPERIENCE

### **Axil Coffee Roasters - Waiting staff member**

September 2018 - Present

- Preparing the restaurant before opening hours
  - Make sure the restaurant is presentable before opening
  - Ensuring all pastries and sandwiches are laid out accordingly
- Being able to solve customer problems with a win-win approach.
- Being able to multitask by focusing on different processes at the same time
- Provision of high level customer service
  - Provided a pleasant eating / drinking service

### **Moeke Breda & Rhenen - Waiting staff member**

June - July 2018 (Rhenen)

March - June 2017 (Breda)

June - July 2017 (Rhenen)

July 2015 - July 2016 (Breda)

- Responsible for the management and deliver of small party and event services.
  - Primary manager for events, responsibilities included:
    - Venue and entertainment setup.
    - Plan and communicate food and service delivery and timing.
    - Integrate logistics of food and service delivery timing for concurrent parties and events.
- Provision of high level customer service
  - Provided a pleasant eating / drinking service
- Being able to solve customer problems with a win-win approach.
- Being able to multitask by focusing on different processes at the same time

- Assist with the induction of new team members. Specifically including:
  - Restaurant layout and navigation.
  - Demonstrated specific table service processes including drinks and foods service.
  - Restaurant service processes and key equipment locations, including:
    - Loyalty cards, specific beer types, discount offerings and daily specials.
- Liaise with manager, kitchen and other support staff to ensure high level work output.
  - Able to resolve any staffing / process driven issues clearly and efficiently with managerial staff.

**Hilton Field Operations, Frankfurt - Graduation trainee**  
September 2017 - May 2018

- **Thesis:** How to implement internal communication while driving organisational change 8.5/10
  - Advisory report for the Hilton Supply Management department
  - Capacity to undertake data collection and analysis through the following processes;
    - 6 internal employee interviews
    - 3 external expert interviews
    - Process and communication observations
    - Comparing collected data with theories and literature
- Preparing presentations and meetings
- Managing the front office, phone and post

**Australian Institute of Sports, Canberra – Trainee Events & Sports Camps department**  
Aug 2016 - Feb 2017

- Communicate with all parties involved in any activity via phone and email
  - New, current and potential clients
  - Kitchen staff
  - Front office staff
  - Staff members who will provide lectures or sporting sessions
- Manage different types of bookings on campus
  - Group stays
  - Meeting rooms
  - Sport sessions
  - Lectures
- Be the contact person from the first quote until the approved invoice
- Solve any problems before, during and after group stays, meetings and activities
- Assisting with the Delta Goodrem concert by selling merchandise
- Being able to solve customer problems with a win-win approach.
- Being able to multitask by focusing on different processes at the same time

**Tante Loes (Currently known as Moeke Rhenen) - Waiting staff member**  
Feb 2014 - March 2015

- High-end restaurant
- Serving customers with an eye for detail and etiquette in mind
- Being able to solve customer problems with a win-win approach.
- Being able to multitask by focusing on different processes at the same time

**Jeans Centre (clothing shop) Wageningen - The Netherlands - Sales assistant**  
May - September 2015

- Knowing how to provide feedback in such a manner that customers could take home the right pair of jeans that suited them or desist of buying an unflattering piece of wardrobe.
- Being able to solve customer problems with a win-win approach.

## **Skills**

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<b>MS Office</b>	Good
<b>EBMS (Event program)</b>	Good
<b>Photography</b>	Basic knowledge

## **Additional activities**

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<b>2018</b>	Plan the JP Morgan run for the area office and two Hilton Frankfurt Hotels <ul style="list-style-type: none"><li>- Prepare planning</li><li>- Keep contact between the different hotels involved and product suppliers</li><li>- Organize t-shirts and promotional material</li><li>- Arranging logistics prior, during and after the event</li></ul>
<b>2018</b>	Lavazza basic barista course
<b>2016</b>	Basic photography course
<b>2015</b>	PR Commission of a Student Association in Breda <ul style="list-style-type: none"><li>- Maintaining the relationships with sponsors</li><li>- Search and contact potential new sponsors</li><li>- Organization of a yearly activity to raise money for charity<ul style="list-style-type: none"><li>o Arrange time planning</li><li>o Recruit volunteers and sponsors</li></ul></li></ul>
<b>2014</b>	TC de Uithof <ul style="list-style-type: none"><li>- Organising the 3-day introduction of our tennis association to recruit new students</li><li>- Arrange time planning</li><li>- Arranging logistics prior, during and after the event</li></ul>

## **References**

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Upon request