

DIANA LEOTAUD
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PROFESSIONAL SUMMARY

A results oriented, determined, enthusiastic and focused individual with extensive experience and training in customer service seeking to obtain a suitable position within your establishment.

SKILLS

- Service oriented
- Physically strong
- Ability to multi-task
- Natural leader
- Supervisory skills
- Strong work ethic
- Strong conflict resolutions techniques
- Active listener
- Technologically inclined
- Attention to detail
- Ability to perform under pressure
- Flexible
- Ability to teach and effectively disseminate information

WORK HISTORY

Operations Staff Assistant and Customer Service Trainer 2015-2016

Water and Sewerage Authority- St. James Street, San Fernando

- Created Daily and Weekly Production Reports
- Planned and Executed Customer Service Training for Zone Managers
- Updated Time and Attendance Database
- Acted as a Liaison between Management and Staff
- Generated ALL department memos and request

Guest Services Officer 2014

Hyatt Regency Trinidad- Wrightson Road, Port of Spain

- Processed guest arrivals and departures
- Handled guest payments and refunds
- Assisted other departments as required
- Assisted with the check- in and check-out of groups
- Handled guests' concerns
- Handled and coordinate room assignments and pre-arrivals
- Offered referral for services

Food and Beverage Supervisor 2011 - 2014

Cara Suites Hotel and Conference Centre – St. Margaret's, Claxton Bay.

- Maintained quality customer service
- Provided training for all new staff
- Supervised all restaurant and bar staff
- Prepared departmental reports
- Monitored the interactions between employees and guest
- Continuously reviewed the day to day operations and made adjustments

EDUCATION

Bachelor of Science – Hospitality and Tourism Management 2014

University of the West Indies - St. Augustine, Trinidad.

Associate Degree – Hospitality Management 2011

Trinidad and Tobago Hospitality and Tourism Institute – Chaguaramas, Trinidad

C.A.P.E (A' Levels) 2009

Fyzabad Anglican Secondary School - Fyzabad

- Communication Studies
- Caribbean Studies
- English Literature
- Spanish
- French

C.X.C (O'levels)

Fyzabad Anglican Secondary School – Fyzabad 2007

- English A
- Mathematics
- English B
- Geography
- Social Studies
- Spanish
- French
- Integrated Science

REFERENCES

Ms. Sarika Gobin

Engineer - Plant Production

Water and Sewerage Authority

662-2302 ext. 6140

Mr. Akil Casimir

Front Office Supervisor

Hyatt Regency

623-2222

ADDITIONAL INFORMATION

Awards

HYstar – Hyatt Regency Trinidad

Employee of the Month – Hyatt Regency Trinidad