Human Resource Manager

September 14th,2017

Dear Sir/Madam:

I am writing to express my interest in any position which is available. I look forward to this job as an immense opportunity to make the most of my capabilities to ensure the success of your company.

Having worked at Royal Caribbean International for 16 year I have gained great knowledge and experience in the hospitality industry and in the Food and Beverage Industry, was employed at the Carlton Savannah Hotel from September 29th 2014 up until present.

Furthermore, I have excellent interpersonal abilities and great written and verbal communication skills, I have the ability to stay calm in emergency and stressful circumstances .My enclosed resume which will give more details about my qualifications.

I would like to meet you with the intention to discuss this position and your goals in detail. Please don’t hesitate to contact me at anytime.

Thank you for your time and consideration.

 Sincerely,

Julia L Sam

Resume`

**Name** : Julia Lovern Sam

**Date of Birth** : January 25th ,1972

**Address** : LP 62-65 Grand Curucaye Road ,Bourg Mulatresse,

Lower Santa Cruz ,Trinidad and Tobago.

**Contact** : Email : jujuansam24@yahoo.com

Mobile : (868) 486-2838

**School** : Santa Cruz RC

Aranguez Junior Secondary School

San Juan Senior Comprehensive School.

**Job Experience** : E Noray and Associates Building Contractors for nine (9)

Years.

Bookkeeping

Pay Mistress

Purchasing of Building Materials

Royal Caribbean International (RCI) from March

13th 1998 - May 17th 2014

Cafe Attendant

Assistant Waitress.

Assistant Food Manager.

Windjammer Supervisor.

Restaurant Supervisor.

Room service Supervisor.

Waiter Lead

Phone Operator / Receptionist

**Duties** - United States Public Health ( USPH ) standards and

Inspections.

Time and Temperature

First In First Out (FIFO)

Hand Washing

Food Handling

Overall Sanitation of work station

Three Bucket System use for cleaning

Garbage Separation.

Gloves when it should be used.

Food Storage.

**Office Work**

Microsoft Excel and Word.

Sending and Answering Mails.

Staff Trainings and Meetings.

Food Ordering.

Amenity Purchasing and Delivery.

Reports making and filing.

Budget Managing.

Scheduling.

Appraisals.

Hand Over Notes.

Telephone Operator

Functions Set up

**Experience** : Worked with Royal Caribbean International for 16 years in charge

of a team of 26 staff from six(8) different nationalities.

Dealing and handling staff from different nationalities.

Guest Satisfaction.

How to handle difficult guest.

Reporting to Superiors.

Food Service.

**Training** : GOLD ANCHOR STANDARDS.

G- Greet and Smile.

O- Own the Guest Experience .

L- Look the Part.

D- Deliver the WOW.

**Ethics** : Harassment and Sexual Harassment.

Unwelcome Non-Verbal Behaviour.

Unwelcome Verbal Behaviour.

Sexual Ethics and Sexual Misconduct.

Understanding Sexual Ethics.

Guest Fraternization and Guest Interaction.

Zero Tolerance.

Safety At Sea.

Up Selling.

Wine Knowledge.

Food Knowledge.

Du Pont Safety Training at Sea.

Cultural Diversity.

**Carlton Hotel** - from September 29th 2014 to present time where I work with the Opera System ,checking in and out guest , Phone Operator /Receptionist ,Cash Handling, Credit Card Payment and handling all other guest request and needs.

**Certificates**

Crowd Management.

Life Boat Certificate.

Marine Pest Management.

Supervisor Academy .

Blue Print Reading.

Music.

Walk Thru The Bible -The 7 Laws of the Teacher.

References: Ms Margret Toussaint Operations

Operations Manager Carlton Hotel

Cell Phone # 769-3184

Mrs Debra Centeno

Front Desk Supervisor

Carlton Hotel Ltd

637-1122

Fayola Williams

Front Desk Manager

302-2028