**DESIREE-ANN MC DONALD**

**Mailing Address**: # 45 Palm Avenue, Orangefield Settlement, Carapichaima

**Phone#** 673-3842/ **Mobile #** 387-6291

**E-mail address**: desireeannmcdonald@gmail.com

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**PROFILE:** I am the holder of an Associate’s Degree in Hospitality Management. I am a responsible, industrious and self- motivated individual who is seeking a position in a reputable company in which I am able to perform the job with the knowledge and experiences that I have.

**PROFESSIONAL ABILITY:**

* I have excellent communication skills
* A great capability to build a healthy and steady relationship with customers
* I possess an outgoing personality
* I am proficient in the use of Microsoft Word, PowerPoint and Excel

**WORK EXPERIENCE:**

**Trinidad and Tobago Hospitality and Tourism Institute- Functions**

(September 2014-September 2016)

**Position Held**: Hostess, Waitress, Bartender

**Duties**

* Welcomed guests
* Provided excellent customer services
* Exceeded guests expectations
* Dealt with guests complaints in a professional manner
* Served customers with a smile

**Culture Crossroads Inn**

**(**January 2015 to March 2016)

**Position Held**: Housekeeping, Front Desk

**Duties**

* Entered and prepared the room for cleaning.
* Made bed.
* Dust the room and furniture.
* Replenished guestroom and bath supplies.
* Tidy the bathroom.
* Tidy the closet.
* Replenished amenities according to the operational standards.
* Greeted guests
* Answered telephone, Took Reservations
* Provided guests with directions around the hotel
* Provided guests with room key

**GNU- Dimension Construction CO. Ltd**

**Position Held:** Secretary

**Duties**

* Typed, e-mailed, faxed of documents
* Preparation of payroll sheets
* Data entry / Filing
* Answered Telephone

**EDUCATION**

**Trinidad and Tobago Hospitality and Tourism Institute (2014-2016)**

**Associate in Applied Science (A.A.S) Degree in Hospitality Management**

**Waterloo Secondary School (2008-2013)**

**Caribbean Examination Council (Business Management Studies)**

**Subjects Passed**: English, Mathematics, Principle of Business, Principles of

Accounts, Integrated Science

**REFERENCES:**

**Christine Thorrington**

493-6556

**Dirk Williams**

770-0323