

WING MAN SIU, RAYMOND

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EDUCATION and TRAINING

2016 - 2018 Bachelor of International Tourism and Hotel Management

Griffith University, Gold Coast, Australia

Result: Grade Point Average: 5.5 (Scale 1-7, 7 being the highest)

Key Subjects: Hotel Distribution and Sales

Management Strategy and Decision Making

Rooms Division Management

Introduction Food and Beverage Management

Management Concepts

2013 Bakery and Dessert Certificate

Hong Kong Vocational Training Council

High Achievements: Bakery and Dessert skills

PROFESSIONAL EXPERIENCE

Oct 2017- Current The Star Casino – Gold Coast, Australia

Food and Beverage, Imperial Waiter (Casual, paid)

- Being a bartender and making cocktails and coffee
- Provided a high quality and professional services to guests
- Handled guests' complaints and provided suitable solutions
- Transported the stocks and goods in the hotel
- Delivered the meals to guests on time
- Prepared a reports and conducted monthly inventory checks
- Introduced the information of meals and wines

Feb – May 2015 **Mannings, The Dairy Farm Company, Limited – Hong Kong**

Sales (part-time, paid)

- Provided full information of product to customers
- Inventory check and delivering
- Handled guests' complaints and provided suitable solutions
- Provided a high quality and professional services to guests

Mar 2013 – **Regency Hyatt Hotel – Hong Kong**

Apr 2015 **Food and Beverage, Banquet Waiter (part-time, paid)**

- Provided a high quality and professional services to guests
- Handled guests' complaints and provided suitable solutions
- Transported the stocks and goods in the hotel
- Delivered the meals to guests on time
- Prepared a reports and conducted monthly inventory checks
- Introduced the information of meals and wines

May- Dec 2013 **Izumi Curry – Hong Kong**

Waiter and Chef (part-time, paid)

- Provided a high quality and professional services to guests
- Handled guests' complaints and provided suitable solutions
- Introduced the information of meals
- Controlled the time of cooking the meals

COMMUNITY & OTHER ACTIVITIES

Jul 2017 **The Color Run AUS – Gold Coast**

Volunteer (Task: Meet & Greet)

- Directed event the participants to event location before the event
- Gave the ponchos to the participants to prevent the colour powder to spoil the public transport.

Jun 2014 **Running Man Fans Event – Hong Kong**

Organizer and Director

- Being a leader to organize the whole event, for instance, booked the event place, designed the poster, created the Facebook page, contacted the participants, managed my team to hold the event, purchased the supplies and inventory

PROFESSIONAL SKILLS

Computer Skills

- Microsoft Word, Powerpoint, Excel, Adobe Acrobat DC and Photoshop
- Opera System
- Typing speed (WPM 51)

Cultural skills

- Cantonese Language: Fluent speaking, reading, listening and writing skills
- English Language: Intermediate speaking, writing and reading skills
- Mandarin Language: Fluent speaking and listening
- Cultural Understanding – Developed through study, travel experience and working closely with people from a wide array of various cultural backgrounds

Communication skills

- Strong oral communication skills – developed through seminar presentations at university.
- Excellent teamwork – gained through team assignments and part-time employment
- Superior time management skills – from balancing studies and exercise time
- Highly developed analytical and research skills – as a result of academic studies

INTEREST

Sport

- Interested in many exercises to build a healthy life-style and achieve my work-life balance

Travelling

- Travelling to more than 10 countries and cities in the world has allowed me to understanding and appreciate cultural diversities

REFEREES

Mr. Chi Fu Siu, Matthew	Dr. David Ponton
AIA International Limited, Hong Kong	Griffith College, Gold Coast, Australia

Unit Manager	Lecturer
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