



Yap Chee Chie, Isaac

I/C : 910223-01-6329

Phone : +6016-7700765

E-mail : icchiey@live.com

35, Jalan 19/27b, Desa Setapak,
53300 Wangsa Maju, Kuala Lumpur.

Working Experience

Shangri-La Hotel, Kuala Lumpur, January 2013 - November 2013

- Corporate Trainee under Convention Sales Department
I was admitted into the management training programme, aiming to groom me to a level-3 management. My routine involves heavily with proposals, negotiations, inspections, sales calls, revenue, and closing deals.
- Intern under Front Office Department
I was assigned duty at the Executive Lounge - Horizon Club Lounge as a service associate. My duty involves deliverance of personalize service to each individual guest; and create a memorable occasion for them besides daily operation of lounge.
- Intern under Food & Beverage Department
I was running floor duty in Shang-Palace, the hotel's Chinese Cuisine outlet during the month of Chinese New Year. I have to cope with unsocial working hours and also delivery F&B Service in a hotel designated Food Service Standard. My work was

Traders Hotel, Kuala Lumpur, November 2011 - March 2012

- Trainee under Front Office Department
During my placement in the Front office I was given a great opportunity to interact with guess and handle minor food and beverage task
- Trainee under Human Resources Department
During my placement in HR, I applied and observed the theory in human resources, and I learnt about the trend and also practice of the hotel.

The Zon Regency, Johor Bahru, January 2009 - November 2009

- Casual banquet worker
Worked in a five star Chinese Cuisine, Lotus garden, for a year, and I picked up skills of food and beverage service in Chinese style. Had opportunity to experience different functions, such as wedding, valentine, and private functions.

Educational Qualification

Bachelor of International Hospitality Management (Hons), Taylor's University Lakeside Campus, Subang Jaya, [Feb 2010 - April 2013] - Graduated with Second Class Upper Honour

United Chinese High School Examination, Foon Yew High School, Johor Bahru, [January 2004 - November 2009]

Achievement

F.H.M. Culinaire Malaysia 2013, Bronze Medallist - Pub Challenge- Cocktail Category, September 2013

F.H.M. Culinaire Malaysia 2011, Gold Medallist - Flambé, September 2011

F.H.M. Culinaire Malaysia 2011, Excellent Gold winner - Flambé, September 2011

Extra Curricular Activities

Taylor's University Community Service Initiatives, Vice President, April 2012 - December 2012

Yes We Can! Project, Project Advisor, June 2012 - November 2012

Taylor's University School of Hospitality Tourism and Culinary Art Prom 2012, Organizing Chairperson, October 2012 - December 2012

Global Youth Conference 2012, Taylor's University Lakeside Campus, Student Leader Committee, VIP Server

H&M, Activation Team Model, Sept 2012

Hong Kong Institute of Education Service Learning Tour 2012, Taylor's University's Student Ambassador PIC, August 2012

Hummingbird Restaurant Charity Fundraising Dinner, Bartender, July 2012

Hansung University Cultural Exchange Tour 2012, Vice Student Ambassador PIC / Campus Event Organizer, June 2012

Washington State University Cultural Exchange Visit 2012, Student Representative, May 2012

Enhancing the Global Student Experience 2012, Prince Hotel Kuala Lumpur, Forum Panelist/ Student Representative, April 2012

International Youth Convention for Region of South East Asia, Student representative of Taylor's, March 2012

Inaugural Youth Chef Table, Student Representative for Food and Beverage Team, March 2012

C.S.I. @ Taylor's University 2011, Team Facilitator, October 2011

Michael Jackson Night, Treasurer & Head of Sponsors, October 2011

Hong Kong Institute of Education Service Tour Malaysia 2011, Student Ambassador, June 2011

BH Night Party, Facilities Management, June 2011

Accommodation Seminar: Setting up of Room Division, Emcee, May 2011

Fashion This: Grooming Workshop, PIC for Food and Beverage, May 2011

Shangri-La Taylor's Employment Programme, Student Representative, February 2011 - Current

Music Club@ Taylor's University, Treasurer, May 2011

Young Leaders Assembly 2011, University Malaya, Student Representative of Taylor's, April 2011

Japan Fundraiser Dinner, Student Volunteer/ Service Supervisor, April 2011

Hojo Japan: Japan Disaster Fund Raising Campaign, Initiator, March 2011

Flood Relieve Charity Drive for Johor, Helper, March 2011

Project Revive (Barrio), Student Assistance, November 2010

Disability Awareness Campaign, Student Organizer, October 2010

Project Light House, Volunteer, July 2010

Student Staff Counselling Committee, Student Representative for Degree, May 2010 - Current

Language Proficiency

Chinese/Mandarin	- Mother Tongue, Fluent in Written and Spoken
English	- Fluent in Witten and Spoken
Malay	- Proficient in Written and Spoken
Hokkien (dialect)	- Proficient in Spoken only

Computer Skills

Professional Hospitality System	: - OPERA PMS, MICROS EPOS
Microsoft Offices	: - Word, Excel, PowerPoint, One Note
Others	: - Photoscape, Adobe Creative Suite, Chrome, Internet Explorer, etc.

Soft Skills

Leadership skills:

I assumed several leadership positions in ECA and also academic studies.

Adaptability:

I'm able to handle change and adapt to new situations; effectively response challenges

Entrepreneurship:

I'm resourceful, excel in problem solving, and have a strong sense of volunteerism and compassion.

Integrity:

I response to situation with respect and sincerity; work with my best even with minimal supervision

People Skills / Team-dynamic:

I demonstrate effective teamwork and understanding with diverse personalities

Communications:

I am capable of exchange content and ideas, verbally and non-verbally

Reference

Mr. Patrick Oh

Director of Convention Sales, Shangri-La Hotel Kuala Lumpur
+60192261883

Mr Teo Wei Sheng

Training Manager, Shangri-La Hotel, Kuala Lumpur
+6016-8509318

Mr Philip Lee

Human Resource Team Leader, Traders Hotel, Kuala Lumpur
+6012-7445400

Mr Yeoh Tay Boon

Deputy Dean, Taylor's University School of Hospitality, Tourism, and Culinary
+6012-3758659