

# RESUME



## **PERSONAL INFORMATION**

Name	: Nur Azwa Binti Rusli
Address	: HS12 Sandakan Harbour Square, Swiss Inn Waterfront, 90000, Sandakan, Sabah.
Contact Number	: 019 873 5981
Email Address	: nurazwarusli@gmail.com
Identity Card	: 911214-12-6512
Date of Birth	: 14 Dec 1991
Age	: 22 years old
Marital Status	: Single

## **EDUCATION**

2009 – 2010	: Sijil Tinggi Pelajaran Malaysia (2D+,1D)
2008 – 2009	: Sijil Peperiksaan Malaysia (1A,4B,2C,2D)
2005 – 2007	: Penilaian Menengah Rendah (4B,2C,2D)
1999 – 2004	: Ujian Penilaian Rendah (2A,2C,1B)

## **EXTRACURRICULAR ACTIVITIES**

- Persatuan Pengakap (SMK Datuk Pengiran Galapam) – Vice President
- Persatuan Bola Jaring dan Bola Baling (SMK Datuk Pengiran Galapam) – Secretary
- Kumpulan Pelajar Tingkatan Enam (KUPTEN) (SMK Datuk Pengiran Galpam) – Secretary

## **CAREER OBJECTIVE**

To obtain a position that will enable me to use my strong organizational skills, and ability to work well with people.

## **PERSONAL STRENGHT**

- Self motivated
- Matured
- Independent
- Tolerate
- Fast learner Positive working attitude
- Good personality
- Good interpersonal skill
- Willing to learn and work in team
- Willing to travel

## **WORKING EXPERIENCE**

### **Swiss Inn Waterfront Sandakan (3<sup>rd</sup> May 2009 – 31<sup>st</sup> September 2010)**

#### **\*Waitress**

- Confirm with customers to make sure that they are enjoying food and take action to correct any trouble
- Attend customer to their table.
- Explain neatly how different menu items are made, describing the cooking methods and ingredients.
- Tell customers of daily special items.

### **Swiss Inn Waterfront Sandakan (1<sup>st</sup> October 2010 – 31<sup>st</sup> May 2011)**

#### **\*Front Office Assistant**

- Checked out the in and out time of all customers timely and well-mannered.
- Created database of customer which include customers address, mobile number etc
- Maintained the office area and desk clean and neat to facilitate the customers.
- Managed the customers related tasks such as giving room, taking cash, provide customers requirement etc.

### **Swiss Inn Waterfront Sandakan (1<sup>st</sup> June 2011 – 31<sup>st</sup> Dec 2012)**

#### **\*Assistant Reservation Officer cum Front Office Assistant (Shift Leader)**

- Responded to telephone inquiries and reservation requests by explaining product and service options.
- Negotiated rates and sells rooms maximizing revenues.
- Provided appropriate and accurate hotel information by accessing data.
- Succeeded in capturing customer's attention to promote the hotel and its services.
- Received and compiled needed information from customer.
- Computed and recorded all special room requests and alerted front desk staff of special request in order to
- Ensure department follow-through and guest's satisfaction.

### **Swiss Inn Waterfront Sandakan (1<sup>st</sup> January 2013 – 17<sup>th</sup> June 2013)**

#### **\*Front Office Supervisor**

- Assist in hiring, training, and on-going supervision of the Front Desk staff.
- Provide guests with outstanding guest service, efficient and effective registration and billing services in a professional and friendly manner.
- Execution of front desk selling strategies through up selling, bucket checks, and income auditing.
- Review of staff shift work and cash handling for errors -- maintain accurate records
- Assume Manager On Duty responsibilities when assigned
- Operate the department within budgeted guidelines in the absence of the Front Office Executive
- Participate in special initiatives

## **Four Points By Sheraton Sandakan ( 19<sup>th</sup> June 2013 – Present)**

### **\*Account Receivable (AR)**

- Monitor the special billing arrangements for groups and conventions as required to ensure that postings are in line with customer requirements.
- Post, edit, balance and update accounts receivable ledger. Raise monthly rebates for all clearing accounts.
- Liaise with reservations, sales and banquet departments regarding all disputed accounts.
- Balancing daily transfers to City Ledger, posting editing and updating to accounts receivable system.
- Reconcile all credit card charges to payments received.
- Preparing and distributing invoices for all check out with balance accounts.
- Posting all cheque payments received daily.
- Preparing and distributing invoices of employee City Ledger accounts monthly.
- Process account queries and respond to customer queries as required.
- Reconciliation of accounts when necessary.
- Attend meeting as required.
- Ensure compliance with legislated health and safety requirements within the workplace
- Comply with all Corporate and Hotel Standards and Procedures.

## **LANGUAGES**

	<b>Written</b>	<b>Spoken</b>	<b>Understanding</b>
Malay	Well	Well	Well
English	Moderate	Moderate	Moderate

## **ACHIEVEMENT**

- Best Outstanding Employee July – December 2010
- Best Employee Quarterly October – December 2012
- Best Outstanding Employee January – June 2013

## **EXPECTED SALARY**

- RM 2000.00 – RM 2500.00

## **SUMMARY OF QUALIFICATION**

- Remarkable experience in front office and reservations
- Sound knowledge of general hotel practice, billing, and credit cards procedures.
- Ability to maintain reservation system.
- Familiarity with Visual One booking system.
- Proven ability to communicate verbally and to follow written and verbally instruction.
- Ability to uncomplaining when handling more than one call at a time.
- Friendly, enthusiastic and ability to work under pressure

## **REFERENCES**

Name: Alias Ranggau  
Designation: Assistant Accountant  
Company: Four Points By Sheraton Sandakan  
Contact: 089 244 614

Name: Mdm. Betsy Lilia Lubasi  
Designation: Assistant Sales Manager  
Company: Swiss Inn Waterfront Sandakan  
Contact: 012 811 1357

Name: Mr. Mohd. Irwan Bin Salisah  
Designation: Event Executive  
Company: Grand Borneo Hotel  
Contact: 016 550 6680

Name: Mr. Henry Low  
Designation: General Manager  
Company: Swiss Garden Damai Laut, Lumut, Perak  
Contact: 016-311-0482