

Contact

 **Phone** 767-277 4432

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 **Address** Roseau, Dominica

Education

BSC in Hospitality Management-
Minor in Entertainment and Media
Monroe College
2015
{*IQAS Assesed and approved* }

Etiquette & Protocol Skills for Hospitality
Employees-(Certificate)
Barbados Community College
2012

**Associate Degree -Tourism and Hospitality
Management**
Dominica State College
2010

Expertise

- Creativity | Leadership |Time Management
- Problem Solving

Room Master | POS Systems
Optimum Control & Seven Rooms
Proficient in Microsoft Office

Language

English- CELPIP General

Speaking 12 | Writing | 12 Listening | 11 | Reading 7

Reference

Ms. Monique Jacob
Marketing Manager| Marketing Consultant
Tel: 1 (767) 225-3358
Email: moniqueajacob@yahoo.com

Mr. Brent St Catherine
Professor/Lecturer
Sir Arthur Lewis Community College
Tel: 1(758) 485 7233
Email: bstcatherine@apps.salcc.edu.lc


Rene Rocque

HOSPITALITY PROFESSIONAL


CAREER OBJECTIVE

A dynamic, energetic, and self-motivated individual with over Six (6) years of experience in the Tourism and Hospitality Industry. Seeking to contribute my experience, education, and passion to achieving organizational goals. Skilled in adapting to new situations and challenges to best enhance the hospitality brand.


Experience

 **Food and Beverage Admin Assistant**
Fort Young Hotel | Roseau, Dominica
02/2019 - Present

Prepare work schedules and payroll for the department
Assist in maintaining the monthly operating costs and accounting standards
Assist in supervising function events and ensuring all function standards are met
Prepare requisitions for the kitchen and the restaurant while maintaining the department budget
Cost menus on Optimum Control and provide the department with menu recommendations for events and functions.
Maintain and monitor stock levels as well as reconcile kitchen and bar inventory

 **Front Desk Receptionist**
Fort Young Hotel
02/2017 - 01/2019

Performed all check-in and check-out tasks while simultaneously verifying guest accounts and request
Managed high volumes of online and phone reservations
Upsold room reservations and packages to guest
Maintained a high level of customer retention by providing impeccable customer service

 **Customer Service Agent**
Clear Harbor Dominica
05/2016 - 02/2017

Prepared customer orders/ Schedule appointments
Documented all call information according to standard operating procedures
Managed and resolved large volumes of inbound and outbound calls
Ensured that customer complaints were resolved in a timely manner

 **Tourism Information Assistant**
Discover Dominica Authority
6/2010 - 09/2013

Assisted in the organizing and promotion of Tourism activities
Provided Tourist and clients with travel information/packages
Arranged bookings and tours for guests and high-profile clients
Maintained data entry databases and assisted in completing statistical reports