



LIN Yen-Ting

KERRY LIN

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CORE COMPETENCIES

- Well educated and experienced in the international hospitality industry.
- Fluent in both Mandarin Chinese & English
- Professional in the wine knowledge (Currently working on WSET Level 4 Diploma)
- Experienced in events management, flexible and has high attention to details
- Fast learner and self-motivated

EDUCATION

September 2016 – November 2018

- University of Adelaide, Adelaide, Australia
Master of Wine Business

August 2010 – February 2012

- Glion Institute of Higher Education, Glion, Switzerland
Post Graduate Diploma in Hospitality Management

September 2002 – June 2006

- Tunghai University, Taichung, Taiwan (ROC)
Bachelor of Business Administration

EMPLOYMENT

Front of house staff (Casual)

2016 December – 2017 June

- St Hugo Wines, Barossa, Australia
- Perform our welcome in the cellar door lounge and greeting customers in a friendly and courteous manner.
- Introduce the services and wines to customers.
- Serve customers at the table and answer questions with the professional wine knowledge.
- Sell the wines and the wine club membership to customers.
- Professionally answer telephones and handle telephone messages accurately.
- Fill up the shelf, maintain the cleanliness of the wine bar and the lounge.
- Check and renew the wines to make sure all the wines are fresh for serving.

Events Sales Executive (Catering Sales)

2013 October – 2015 October

- Mandarin Oriental, Taipei, Taiwan (ROC)
- Pre-Opening Team of Mandarin Oriental, Taipei (Grand Opening May 2014)
- Held responsibility for achieving the hotel's total events & catering revenues as laid out in the marketing plan.
- Developed new business continuously through phone solicitation, outside sales calls, customer visit to the hotel, trade shows, market research and customer interaction.
- Conducted hotel site inspection, VIP guest relations.
- Communicate with clients for the food & beverage provided by the hotel.
- Coordinate and communicate with clients and related departments in the hotel to ensure the events going smoothly.

Sales Representative (Events)

June 2012 – August 2013

- GIS Group, Destination Management Department, Taipei, Taiwan (ROC)
- Developed new business continuously through sales calls, trade shows and work closely with the global strategic partner.
- Events management, meetings planning, and execution.
- Events and venue consulting.
- Events strategy and branding
- Budget planning and monitor
- On-site management

Front Office Trainee

September 2011 – February 2012

- The Bay Hotel, Cape Town, South Africa
- Check-in and check-out guests also assist the concierge in a five-star luxury hotel.
- Room the guests after check them in and introduce every facility in the hotel.
- Taking reservations and negotiating the price with walk-in guests.
- Promote other properties under the hotel group to walk-in guests.
- Handling the tasks of greeting visitors and customers in a friendly and courteous manner as well as managing customer complaints and report it to my superiors.
- Perform responsibilities of handling calls and directing calls to appropriate person or department as well as coordinating between each department.
- Duties including doing the pit check which is to make sure every payment is in the right condition and well controlled.
- Working as a night auditor also responsible for making and printing out the reports for the entire management team.

Recreation Agent (Hotel Concierge)

April 2007 – November 2007

- Caesar Park Hotel – Kenting, Taiwan (ROC)
- Perform our welcome in the lobby and greeting customers in a friendly and courteous manner.
- Answer telephones in a friendly, professional manner, handle telephone messages accurately, completely, and promptly.
- Train and handle emergency situations calmly and efficiently.
- Design the project of hotel activities and participating with the guests ensuring their overall satisfaction.
- Appropriately arrange and confirm recreational, dining, and business activities for both inside and outside the property. Provide suggestion on traveling plan for the guests.
- Maintain a file on community services including transportation sources, accommodations, and referral contacts.
- To be the personal tour guide for the guests on request.

LANGUAGE

- Mandarin Chinese & Taiwanese (Native speaker)
- English (Fluent), French (Basic)

CERTIFICATION

- Responsible Service of Alcohol (RSA) certificate
- WSET Advanced Certificate (Level 3) in Wines and Spirits (Currently working on the WSET Level 4 Diploma)
- Group Training Techniques Programme Certificate by Mandarin Oriental Hotel Group
- Sales Productivity Training by Mandarin Oriental Hotel Group
- Sales Strategies Training by Mandarin Oriental Hotel Group

SOFTWARE

- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Opera (Room management software)
- Delphi (Events management software)
- SPSS
- NVIVO