

NAME: John O'Neill
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EDUCATION

2004-2008: Dublin Institute of Technology
Qualification: Degree in Hotel and Catering Management, grade 2.2
Subjects studied: These include Management, HR, Heritage, Economics, Transport and Tourism Sustainability

1999-2004: St. John's Secondary School, Ballinshannon, Co. Wicklow
Qualification: Leaving Certificate (*note: if your Leaving Cert is your highest qualification, you should insert your subjects, level and results*)

EMPLOYMENT

July 2008-Present: The Grand Plaza ****
Grafton Street, Dublin 2

Position: Receptionist

The Grand Plaza is one of Ireland's leading hotels and currently employs over 200 people. Reporting into the Front Office Manager, my duties are as follows:

- ◆ I am responsible for greeting customers, completing the check-in process, giving information about the hotel and the surrounding area and dealing with any questions or requests the customer may have.
- ◆ I complete the check-out process and process payments.
- ◆ I liaise with the Housekeeping Section to ensure that guest bedrooms are ready for check-ins and that all areas of the hotel are in pristine condition.
- ◆ I support the Duty Manager in dealing with any issues or problems that may arise.

PERSONAL ACHIEVEMENTS

- ◆ As part of my degree, I managed one of the DIT restaurants for 3 months, working in collaboration with a partner from the Culinary Arts course.
- ◆ I recently climbed Carrantuohill, raising €1500 for charity.
- ◆ At school I was a Prefect, responsible for recording attendance of junior students.

INTERESTS

- ◆ **Gaelic football:** I have been a player and member of Ballinshannon GAA Club since the age of 7.
- ◆ **Travel and foreign cultures:** I spent a summer inter-railing around Europe, which gave me a particular interest in other world cultures.

REFEREES

Name and job title of two referees, at least one should be work experience related.

Contact details can be provided on request.