

PROFESSIONAL OBJECTIVE

Current graduate student with established hospitality and banking skills desire to develop professional experience and international vision via internship program in hospitality industry.

EDUCATION

University of Houston

Master of Science in Hospitality Management

GPA: 4.00/4.00

Houston, Texas, USA

Current Candidate, 01/09-12/10

Johnson & Wales University

MBA in Hospitality – Concentration in Marketing

GPA: 3.85 / 4.00

Providence, Rhode Island, USA

Master's Degree, 03/ 08-11/08

(*Transferred to University of Houston*)

The Hong Kong Polytechnic University (HKPU)

Bachelor of Science (Hons) in Hotel Management

GPA: 3.68 / 4.00

Kowloon, Hong Kong

Bachelor's Degree, 12/07

HIGHLIGHTS OF QUALIFICATIONS

- ♦ Solid experience in business and corporate banking
- ♦ One year of working experience in a five-star hotel in the areas of F&B and Front Office management through internship program
- ♦ Experience in training new hospitality associates
- ♦ Established leadership abilities
- ♦ Enthusiastic and responsible team leader and team player
- ♦ Multilingual in English, Cantonese and Mandarin
- ♦ Microsoft Office Suite
- ♦ Solid knowledge of accounting and bookkeeping

HOSPITALITY WORK EXPERIENCES

New World Mayfair Hotel Shanghai

Management Trainee – Front office and Food & Beverage Department (*Internship*)

Shanghai, China

June 2005-July 2006

- ♦ Provided training and mentoring to college trainees and five new front desk associates from Britain, Japan, Hong Kong and Shanghai to enhance their service excellence
- ♦ Attended monthly meeting with Resident Manager and Director of Human Resources to report the training progress and suggested managerial and operational improvements for the hotel
- ♦ Participated in front office and Food & Beverage Department's daily operational tasks

Inter-Continental Hotel Hong Kong

Food & Beverage Casual Worker in Harborside Cafe (*Part-time*)

Hong Kong

Jun- Aug 2004

- ♦ Took orders for and provided food & beverage service to an average 40 guests per shift
- ♦ Maintained cafe's cleanliness and overall food safety

Holiday Inn Golden Mile Hong Kong

Food & Beverage Waitress in Rugby Seven (*Part-time*)

Hong Kong

Mar 2004

- ♦ Provided food & beverage service to approximately 50 VIP guests in the VIP box
- ♦ Assisted in answering all inquiries

Grand Hyatt Hong Kong

Food & Beverage Casual Worker in Louis Vuitton (LV) 150th Anniversary Celebration Party (*Part-time*)

Hong Kong

Jul 2004

- ♦ Greeted celebrity guests upon arrival
- ♦ Provided food & beverage service to over 100 celebrity guests
- ♦ Maintained cleanliness and overall food safety

Wai Sze Lam (Daisy)

Calhoun Street Houston Texas USA 77004 ♦ 917-285-3437 ♦ E-mail: daisylam28@hotmail.com

2007 World Mental Health Congress of the World Federation for Mental Health Hong Kong Jan-Jun 2007

Venue Planning Assistant (Internship)

- ♦ Planned the venue arrangement for meeting rooms, directional instructions, refreshment, parking, smoking area, lunch area setting and special arrangements for participants with disabilities
- ♦ Presented progress to organization supervisors, university instructors and over 100 classmates
- ♦ Liaised with Facility Management Office about the venue and facilities arrangement

BUSINESS WORK EXPERIENCES

The Hongkong and Shanghai Banking Corporation Limited (HSBC) Hong Kong Nov 2006-Oct 2007

Office Clerk in Check Processing Center (Part-time)

- ♦ Sorted out and recorded 800-1000 daily checks
- ♦ Verified checks for the clearing process proceeded by banking system and government
- ♦ Entered corporate account checks ranged from HKD100 thousands to over HKD10 millions.

The Hongkong and Shanghai Banking Corporation Limited (HSBC) Hong Kong Jun 2003-Apr 2004

In-branch Promoter (Part-time)

- ♦ Assisted in updating over 1000 customers' personal information
- ♦ Recorded the inventory of gimmicks to customers who had completed the survey.

APPOINTED LEADERSHIP POSITIONS – CLUBS & ORGANIZATIONS

2004 – Present	Internal Vice President	Alumni Association	N.T.Heung Yee Kuk TPD Secondary School
2004 – 2005	Reporter of Press	Student Union	The Hong Kong Polytechnic University
1999 - 2002	Chairperson 01-02, Promoter 99–00	Art Club	S.K.H. Bishop MST Secondary School

AWARDS, CERTIFICATES, MEMBERSHIP AND COMMUNITY SERVICE

- ♦ Academic Achievement Award, School of Hotel and Tourism Management, HKPU, 2007 – 2008
- ♦ Academic Achievement Award, School of Hotel and Tourism Management, HKPU, 2006 – 2007
- ♦ Eta Sigma Delta (ESD), PolyU Chapter, Eta Sigma Delta International Hospitality Management Honor Society, I-CHIRE, member 2007 – present
- ♦ Certificate of the London Chamber of Commerce and Industry Examination (LCCI) Third Level
- ♦ Certificate of Outstanding Performance in Community Service Learning Project, 2007 World Mental Health Congress of the World Federation for Mental Health, The Hong Kong Polytechnic University
- ♦ 43RD Annual Allan & Edna W. Brown Memorial Gaspee Day's 5k Road Race in Rhode Island, June 2008

REFERENCES

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