



*Ask for Kate... when your business needs an extra pair of hands*

## *Résumé*

*Kate Scrace*

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### *Office Administrator, Mystic Mountain Tours*

*July 2015 – November 2016*

Responsible for establishing office systems, answering and filing emails, and modifying office templates, creating invoices, reconciling statements, and following up overdue accounts, using the Xero Online Accounting System.

### *Front Office Receptionist, Spicers Clovelly Estate*

*January 2011 to January 2015*

After two years as Housekeeping Supervisor, became Front Office Receptionist. Duties included liaising with guests, taking reservations via phone calls or email, up-selling guest services. Learnt the Restaurant Management tool, Dimmi, and IMPOS payment system. hotel management systems of RoomMaster and Siteminder. I conducted famils with potential bridal parties and families.

Managed the breakfast shift for Food and Beverage team, from set-up of the terrace and restaurant, to taking orders and waiting on tables. Entered phone or emailed restaurant bookings into Dimmi, printed reports and established strong relationships with the Food & Beverage team and the Kitchen brigade.

Ran the Night Audit Process, balancing the previous days' takings and reporting results to head office. Handled payments from guests, daily shift reconciliations, balanced petty cash and banked receipts.

Personal attributes required for these positions include attention to detail, strong time management, well-developed people management skills, a warm and welcoming personality, flexibility and a focus on achieving the high Spicers standard of hospitality. Wedding and meeting famils, and guest enquiries were all opportunities to up-sell features of the hotel and cement sales opportunities.

### *Housekeeping Supervisor, Spicers Clovelly Estate*

*July 2009 to January 2011*

Starting in the Housekeeping department, I was selected from the opening team to take on the responsibility of Housekeeping Supervisor. I managed the Housekeeping team, including recruitment, training, rostering, and reporting. I liaised with suppliers and completed stock-takes.



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## *Rio Tinto Pty Ltd, Various business units*

*September 1995 to January 2009*

Provided Administrative support to the executive body and to the group's teams. Managed the Director's email, meetings and diary. Booked travel, cars and accommodation within Australia and overseas for the entire team, fluctuating from 16 to 250 people. Managed travel claims and expenses.

Participated in workplace, health and safety Safety Audits holding positions as Area Assessor, and Safety Auditor following the NOSA practices which had been adopted in all workplaces by Rio Tinto. This included conducting safety briefings, sharing safety information and encouraging team compliance with safety requirements.

Managed diaries, issued invitations to meetings, booked meetings including rooms, equipment and catering, issued agenda, took minutes and followed up on actions arising. Managed the filing system, copying, scanning and recording pertinent information.

General office duties also included looking after the kitchen, maintaining supplies, and managing the cleanliness of the area. Importantly, it also included ongoing maintenance of the office and equipment. This meant liaising with the Lessor of the building when maintenance issues arose, or with office equipment suppliers when issues could not be resolved in-house.

Developed and implemented office procedures and processes. Administration meetings were held with the team weekly to discuss issues and provide solutions. These meetings established where workloads could be equalized and additional support provided.

Major documents were prepared in the form of proposals and scope & plan reports. These required an excellent understanding of Microsoft Word to produce high quality documentation containing indices, headers and footers, figures, tables, and tables of contents.

International briefings and information sessions were held in around the world, which required managing the logistics. Sessions were attended by 50 – 200 delegates at any one locations. Events included Plenary sessions, workshops and addresses by key speakers. Main meeting rooms and breakout rooms suitable for purpose were required at each venue. This role required data entry, management of data, spreadsheets and charts, selection of suitable venues, with adaptable spaces, catering to meet every delegate's dietary requirements whether for cultural or health reasons, transportation, and airport transfers.

Organised successful dinners for small groups, up to large multi-cultural team events. This included venue selection, management of invitations and replies, selection of an appropriate theme and entertainment, consideration of cultural sensitivities for our multi-cultural team of 300+, with representatives from at least 6 nations at any one time.

Engaged in the day to day running of the office, from liaising with building management to cleaning out the fridge on Friday afternoon, ordering stationery, uniforms, and equipment, and inducting new recruits.