

# JOHN MCGRATH

I am a motivated and enthusiastic hospitality management student at École Hôtelière de Lausanne (EHL) in Switzerland, widely recognised as one of the world's leading hospitality schools. With a strong foundation in both the theoretical and practical aspects of the industry, I have complemented my academic studies with valuable international work experience in Guyana, Barbados, Singapore, and France. These opportunities have allowed me to apply classroom knowledge in diverse real-world settings, strengthen my operational and guest service skills, and gain insight into different hospitality cultures and standards. My education at EHL has further developed my abilities in customer service excellence, strategic business management, and innovative hospitality solutions. I thrive in multicultural environments and am confident working with diverse teams and international clientele.

## Professional Experience

### Food and Beverage Intern Edition Hotel – Singapore July 2025 - January 2026



Supported the delivery of high-profile private events, strengthened coordination between departments, and helped maintain service standards during busy periods.

### Administrative & Guest Services Intern Guyana Marriott Hotel – Guyana January - February 2024



Handled guest relations administration, supported executive lounge coordination, and maintained guest feedback records to support service improvement.

### Front Office & Administrative Intern L'Hôtel de Beaune – France August - December 2023



Assisted with check-ins, reservations, concierge requests, and guest profile management to enhance service personalization and operational efficiency.

### Administrative & Hospitality Coordinator Ocean Hotels – Barbados September - December 2022



Provided administrative support across front office and concierge functions, coordinated schedules, and assisted with internal communication and reporting.

### Front Office & Guest Relations Assistant Cara Lodge – Guyana May - August 2021



Supported guest services, reservations, invoicing, and general office administration to improve daily workflow and operational organization.



## CONTACT



**Whatsapp Phone**  
+41 78 353 89 92



**Email**  
John.McGrath@ehl.ch



**Address**  
Chemin de la Vulliette 43B  
1000 Lausanne 25 Switzerland



**Website**  
www.johnmcgrath.com

## Core Skills & Competencies

- Administrative Coordination & Office Management
- Scheduling & Calendar Management
- Customer Service & Client Relations
- Data Entry & Record Keeping
- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint)
- Proficient in Room Master Hospitality Software
- Strong Organizational & Multitasking Abilities
- Budgeting & Expense Tracking
- Team Collaboration & Leadership
- Effective Communication & Problem-Solving

## Education

The École Hôtelière de Lausanne – Switzerland  
2023 – Present

- Currently enrolled in the Bachelor of Science in International Hospitality Management.

The School of the Nations – Guyana  
2017 – 2022 (Graduated A Levels)

## Achievements & Awards

- Outstanding Cambridge Learner's Award – 2021
- Best in Science Stream – 2022
- Consistent High Performance Award – 2022
- Academic Certificate of Recognition – 2022
- Merit Award for Sports – 2019