



# JOHN MCGRATH

Detail-oriented and highly organized administrative young professional with a strong background in hospitality management. Currently pursuing a Bachelor of Science in International Hospitality Management at École Hôtelière de Lausanne (EHL), I possess excellent communication, problem-solving, and organizational skills. Adept at handling administrative functions, coordinating schedules, managing data, and ensuring operational efficiency. Passionate about delivering seamless administrative support and enhancing workplace productivity in fast-paced environments.



## CONTACT



### Whatsapp Phone

+41 76 768 0709



### Email

John.McGrath@ehl.ch



### Address

21 Newton Road #09-02 Newton  
Singapore 307954



### Website

www.johnkmcgrath.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

## Professional Experience

### Administrative & Guest Services Intern

#### Guyana Marriott Hotel – Guyana

January – February 2024



- Managed administrative tasks related to guest relations, including correspondence and scheduling.
- Assisted in coordinating executive lounge operations, ensuring high service standards.
- Maintained accurate records of guest feedback and service improvements.

### Front Office & Administrative Intern

#### L'Hôtel de Beaune – France

August – December 2023



- Supported front office operations, handling check-ins, reservations, and administrative tasks.
- Maintained accurate guest profiles and data for personalized services.
- Assisted in concierge services, streamlining guest requests and itineraries.

### Administrative & Hospitality Coordinator

#### Ocean Hotels – Barbados

September – December 2022



- Provided administrative support to front office and concierge departments.
- Coordinated staff schedules and managed internal communications.
- Assisted in documentation, data entry, and report preparation.

### Front Office & Guest Relations Assistant

#### Cara Lodge – Guyana

May – August 2021



- Managed administrative functions related to guest services and reservations.
- Processed invoices and maintained record-keeping for hotel operations.
- Assisted in daily office operations to improve workflow efficiency.