


Joe Tsui

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Accomplished Flight Attendant offering over 8 years in domestic and international commercial airline industry. Highly skilled in responding to emergency situations and remaining cool under pressure. Energetic and multilingual with dynamic customer service skills. Poised, personable and dedicated to team-driven environment. Known for excellent customer relations and welcoming attitude.

Skills

- Safety and Compliance
- Conflict Resolution
- Schedule Management
- Training and Development
- Interpersonal Communications
- Guest Services

Experience

JANUARY 2022 – NOVEMBER 2022

Premium Travel & Lifestyle Consultant / American Express

- 1 of 6 members on a pilot project dealing exclusively with our Centurion Cardholders
- Completed daily administrative duties such as checking supplier emails
- Communicated with Card Members about changes to travel bookings
- Consult and book travel for Card Members
- Ensured Card Members are aware of travel rules and regulations
- Interacted with Card Members to ensure they have a travel itinerary tailored to them
- Perform at company standards and provide guests with exceptional service
- Understanding of up-to-date travels restrictions
- Worked as a utility, taking on different positions to ensure I can step into multiple roles

FEBRUARY 2013 – AUGUST 2021

Flight Attendant / WestJet

- Ensured the safety and security of the aircraft
- Assured all equipment are onboard, accounted for and in the correct stowage location
- Provided proper food and beverage service based on duration of flight
- Ensured special needs guest are properly looked after and that they received proper assistance in the airports and on the aircraft
- Interacted with all guests to ensure satisfaction and comfort level
- Worked as a team with other flight attendants to ensure all safety procedures are followed

- Worked with the airport team to ensure guests depart and arrive on time

APRIL 2008 – JULY 2012

Assistant Food & Beverage Manager / Country Hills Golf Club

- Implemented disciplinary procedures and performance measures as necessary
- Communicated daily with executive chef or sous chef in charge, providing current information on reservations, large parties or special club events
- Completed daily administrative duties such as scheduling, payroll, personnel files and requisitioning
- Conducted departmental meetings as required to communicate effectively with all staff
- Conducted frequent trainings for staff on an array of subjects to promote development
- Created incentive programs for staff to elevate motivation
- Ensured staff are working productively and efficiently to maximize labour
- Interacted with all guests to ensure satisfaction and provide managerial presence
- Lead the service team to perform within company standards and provide guests with exceptional service
- Oversaw and managed the day-to-day operations of the outlets and clubhouse
- Understanding of cost control and cost analysis techniques
- Performed screenings and interviewed new employees

Education

JUNE 2012

Hotel & Resort Management Degree / University of Calgary

JUNE 2010

Hospitality Management Diploma / S.A.I.T. Polytechnic Institution

JUNE 2010

Business Administration - Finance Diploma / S.A.I.T. Polytechnic Institution

Certifications

- C.P.R. Certified
- ProServe Certified
- 120 Hour TEFL Certified