

WENDY LAU

Block 6,32C, The Hermitage,1 Hoi Wang Road, Tai Kok Tsui,
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Career Objective:

- I am passionate about teaching and studied in TESOL diploma course
- Provide excellent customer service skills with patience even under stressful situations
- Fluent language speaking in Cantonese, English and mandarin

EXPERIENCE

2019 - 2023

DOMESTIC HELPER, THE HERMITAGE

- Buy takeaway food for the elderly
- Buy meat and groceries from markets and supermarkets
- Vacuum Floor and Mop floor
- General Cleaning Tables, Clothes and Bathroom

2015 - 2018

FRONTLINE CASHIER AND RUNNER, TSIM SHA TSUI MCDONALDS

- Help customers order food and give change after customer payment with AMEX, credit/master card, union pay, cash and octopus
- Pack burgers and drink into takeaway bag or dine in plates
- Aftersales customer services giving ketchup, straws or happy meal toys

EDUCATION

2022 - 2023

TESOL & IELTS DIPLOMA, TESOL AUSTRALIA ONLINE COURSE

- All assessment must be 100% to pass TESOL & IELTS course. This includes explanation best ways to learn a second language, multiple choice questions, ESL lesson plans, adult ESL plans, mark IELTS examination as an examiner, case study and write long answers questions.

2003 - 2008

BACHELOR OF BUSINESS (GENERAL MANAGEMENT), UNIVERSITY OF NEWCASTLE, SYDNEY, AUSTRALIA

- Credit average grades in total for all management and marketing courses.