

# **CURRICULUM VITAE**

**Daniella Samana**

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## **☐ PERSONAL DETAILS**

Nationality: Vanuatu  
Date of Birth: 23<sup>rd</sup> November 1994  
Place of Birth: Vila Central Hospital  
Gender: Female  
Status: Single  
Language: English, Basic French and Bislama

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## **☐ CURRICULUM ACHIEVEMENTS**

Year	Institution	Degree
2020	USP (Laucala)	Bachelor of Commerce in Hotel Management
2019	USP (Emalus)	Undergraduate Certificate
2018	USP (Laucala)	Undergraduate Certificate
2017	USP (Laucala)	Undergraduate certificate
2016	USP (Laucala)	Undergraduate certificate
2015	USP (Emalus)	Undergraduate certificate
2014	USP (Emalus)	Undergraduate certificate
2013	Malapoa College (Port Vila)	South Pacific Form Seven Certificate
2012	Malapoa College (Port Vila)	Pacific Senior Secondary Certificate

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## **☐ COURSES**

➤ **University of the South Pacific: Single Major** – Bachelor of Commerce in Hotel Management  
Courses:

- ❖ UU100 (Communications and Info Literacy)
- ❖ UU114 (English for Academic purposes)
- ❖ MG101 (Introduction to Management)
- ❖ AF100 (Introduction to Accounting & Finance for Non-Specialist)
- ❖ MG106 (Introduction to Human Resource Management)
- ❖ TS107 (Tourism in The South Pacific)
- ❖ TS106 (Introduction to Tourism Studies)
- ❖ TS108 (Dimensions of Hospitality)
- ❖ TS109 (Food and Beverage Service and Cost Control)
- ❖ TS209 (Food & Beverage Management)
- ❖ TS207 (Marketing for Tourism and Hospitality)
- ❖ TS209 (Food and Beverage Management)
- ❖ TS208 (Operational Issues for Hospitality)
- ❖ TS213 (International Tourism)
- ❖ TS216 (Integrated Industry Learning for Tourism and Hospitality)
- ❖ UU200 (Ethics and Governance)

- ❖ UU204 (Pacific Worlds)
- ❖ TS218 (Rooms Division Practical)
- ❖ TS309 (Tourism Business Operation)
- ❖ TS310 (Tourism In Less Developed Countries)
- ❖ MG305 (New Venture Creation)
- ❖ MG302 (Human Resource Management)
- ❖ TS303 (Food and Beverage Operations Practical)
- ❖ TS304 (Front Office and Sales Marketing Practical)
- ❖ TS311 (Sustainable Tourism Development)
- ❖ MG301 (Services Marketing)
- ❖ TS302 (Strategic Service Management Hospitality)
- ❖ MG301 (Services Marketing)

➤ **Malapoa College (Port Vila, Vanuatu):**

- ❖ Courses: English, Mathematics (Calculus), French, Economics, Geography

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**☐ RESEARCH PROJECT AS PART OF DEGREE RELATED COURSES**

- ❖ Research Project on Farm to Table Menus in the Pacific (TS209)
  - ❖ Research Project on Marketing Plan for the Vanuatu Tourism Office (TS207)
  - ❖ Research Project on Business Plan for Noda Bungalows and Tours, Vanuatu (TS309)
  - ❖ Research Project on Community Based Tourism on Tailevu Fiji (TS310)
  - ❖ Six weeks work attachment at Vanuatu Tourism Office (VTO) (TS216)
  - ❖ One year work attachment at Warwick Le Lagon Resort and Spa (TS304, TS303, TS218)
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**☐ WORK EXPERIENCE**

➤ **Vanuatu Tourism Office**

**November 2017- January 2018**

❖ **Marketing Department**

- Reception Duties
- Create Travel itineraries for guests (journalist, bloggers, Travel agents)
- Tour guide
- Do daily reports
- Do Bookings for (Group/FIT)
- Advertising and promotions
- Market Research
- Administration and Communication with Tourism businesses around the country

➤ **Warwick Le Lagon Resort and Spa**

**November 2018 - January 2020**

❖ **Reservations Department**

- Guest Services
- Property management system – observation of how reservations are made
- Taking reservations

- Responding to guest enquiries
- Administration Procedures
- Accurate record taking and collection of payment during shift
- Take phone and online bookings whenever required and ensure that booking details are accurate at all times
- Apply suitable work ethic with regard to punctuality, honesty, dependability.
- Flexibility and attitude.
- Billing processes
- Filing processes

## □ **OTHER TRAINING – Warwick Le Lagon Resort and Spa**

### ❖ **Kid's club and Activities Department**

- Coordinating the activities
- Assist the guests when using facilities
- Ensuring a safe environment
- Oversee maintenance, repair and security

### ❖ **Front Office Department**

- Smooth operation and conduct of reception during shift
- Guest check-in and check-out procedures during shift
- Accurate record taking and collection of payment during check-in and check-out processes
- Checking of charges to guest rooms, in-house accounts, sales ledger accounts etc.
- Take phone bookings whenever required and ensure that booking details are accurate at all times
- Sale and control of appropriate inventory items within the department during shift
- Receptionist Duties
- Attend to guest enquiries and resolve complaints during shift
- Property Management System Training
- Etiquette training
- Registration handling
- Taking messages – delivering them to rooms
- Front desk services and guest contract

### ❖ **Housekeeping Department**

- Servicing of Rooms
- Rooms Swapping
- Monthly Stock Take

### ❖ **Computer Skills**

Know basic computer skills (typing, use internet, use Microsoft applications and other computer apps)

### ❖ **PABX**

- Understanding the telephone system
- Observation and administration
- Answering the telephones and programming
- Problem solving
- Public area sound system – Music

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## ☐ INTERESTS

- ❖ Travelling and meeting new people
- ❖ Sports: netball
- ❖ Singing: part of a band and a few choir groups in secondary school Music night and Community talent shows. Released a group (Reo Varona) CD album and performed at Fes Napuan (Music Festival in Vanuatu).
- ❖ Like socializing with friends and families.
- ❖ Music: Like listening to RNB, Reggae, Zouk, Religious songs and instrumentals.
- ❖ Basic Sewing, Fabric painting and floral decorations.

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## ☐ SOCIAL ACTIVITIES

- ❖ Tafea Students Association (TSA) Secretary in Fiji in 2017
- ❖ Assist Social Coordinator for Vanuatu Adventist Students Association (VASA) in Fiji 2017
- ❖ Helped out in the Open Day 2018, Food stall for the (School of Tourism and Hospitality Management) STHM
- ❖ Prefect at Malapoa College

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## ☐ MISSION STATEMENT

I aspire to be the best at the job I am assigned at all times. With the confidence I have and the ability to learn as I progress in my career, I believe nothing is impossible and always strive to attain the best and reach for the highest.

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## ☐ REFEREES

1. Ms Ella Bennion  
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3. Mr Ellie Sandy  
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