

# CURRICULUM VITAE

**Daniella Samana**

**Vila Central Hospital Area, Port Vila, Vanuatu. Phone: +6787779124 / +6787767068**

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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**

<b>Year</b>	<b>Institution</b>	<b>Degree</b>
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:

- ❖ ECF02 (Foundation Micro Economics)
- ❖ MAF11 (Foundation Mathematics A)
- ❖ GEF02 (Pacific Islands Geography II)
- ❖ 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)

➤ **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
- Processing payments
- 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
- Laundry Duties

➤ **Lokol Praes (Small Business)**  
**February 2021 - April 2021**

❖ **Administration and Sales**

- Coordinating and managing appointments and meetings for the business owner.
- Bookkeeping tasks such as invoicing, monitoring accounts receivable, and budget tracking using WAVE (Financial Software for Small Businesses).
- Maintaining office files, including job files, vendor files, and other files related to the business's operations.
- Purchasing office supplies
- Ordering products from Vendors
- Banking

➤ **Vanuatu Teacher's Union (VTU)**  
**May 2021 - May 2022**

❖ **Data Entry Officer in the Management and Accounts Department**

- Preparing and sorting documents for data entry
- Responsible for transferring data from paper formats into computer files.
- Entering data into Excel spreadsheet.
- checking to ensure the accuracy of the data that has been inputted
- Resolving discrepancies in information and obtaining further information for incomplete documents
- Perform regular backups to ensure data preservation.
- Sort and organize paperwork after entering data to ensure it is not lost.
- Entering Transactions into accounting database (XERO).
- Reconciling Transactions on Xero.
- Responding to information requests from authorized members.

❖ **Computer Skills**

- Know basic computer skills (Typing, use Internet, use Microsoft applications)
- Use Excel spreadsheets
- WAVE (Financial Software for Small Businesses)
- XERO (Online accounting software for Businesses)
- Property Management System (software application for the operations of hospitality accommodations)

❖ **PABX**

- Understanding the telephone system
- Observation and administration
- Answering the telephones and programming
- Problem solving
- 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  
Title: Student Industry Liaison  
Org: STHM, USP  
Ph.: +6793232434  
Email: [Bennion\\_e@usp.ac.fj](mailto:Bennion_e@usp.ac.fj)
2. Mr Ellie Sandy  
Title: Reservation's Manager  
Org: Warwick Le Lagon Resort and Spa  
Ph.: +6785552925  
Email: [sellie@warwickhotels.com](mailto:sellie@warwickhotels.com)
3. Mr Dickson Muerifar  
Title: Accountant  
Org: Vanuatu Teacher's Union (VTU)  
Ph.: 24707  
Email: [dicksonmuerifar1@outlook.com](mailto:dicksonmuerifar1@outlook.com)




By the authority of the Senate

**Daniella Samana**

Having pursued the prescribed program and having  
satisfied the requirements of the Statutes has this day,  
8 January 2021, been duly admitted to the Degree of

**Bachelor of Commerce in  
Hotel Management**

  
Pro-Chancellor

  
Vice-Chancellor





## TRANSCRIPT OF ACADEMIC RECORD

Name : Daniella SAMANA  
Sex : Female  
Date of Birth : 23-NOV-94  
Student ID : S11109180

Semester	Programme	Course	Title	Pass	Fail
201401	BFNSS	ECF02	FOUNDATION MICROECONOMICS	B	
201401	BFNSS	MAF11	FOUNDATION MATHEMATICS A	C	
201403	BFNSS	GEF02	PACIFIC ISLANDS GEOGRAPHY II	B	
201403	BCOMHM	UU100	COMMUNICATIONS & INFO LITERACY	A+	
201404	BCOMHM	UU114	ENGLISH FOR ACADEMIC PURPOSES	B	
201501	BCOMHM	MG101	INTRODUCTION TO MANAGEMENT	C	
201503	BCOMHM	TS109	FOOD & BEVERAGE SER & COST CNT	B	
201603	BCOMHM	AF100	INT TO ACTG & FIN FOR NON SPEC	C+	
201603	BCOMHM	MG106	INTRO TO HUMAN RESOURCE MGMNT	C+	
201603	BCOMHM	TS107	TOURISM IN THE SOUTH PACIFIC	C	
201701	BCOMHM	TS106	INTRO TO TOURISM STUDIES	B	
201701	BCOMHM	TS108	DIMENSIONS OF HOSPITALITY	C+	
201701	BCOMHM	TS207	MARKETING FOR TOURISM & HOSP	B	
201701	BCOMHM	TS209	FOOD & BEVERAGE MANAGEMENT	B	
201703	BCOMHM	TS208	OPERATIONAL ISS FOR HOSPITALITY	B+	
201703	BCOMHM	TS213	INTERNATIONAL TOURISM	C+	
201703	BCOMHM	TS216	INTEG IND LRNG TOURISM & HOSP	B+	
201703	BCOMHM	UU200	ETHICS AND GOVERNANCE	B+	
201801	BCOMHM	TS309	TOURISM BUSINESS OPERATIONS	B	
201801	BCOMHM	TS310	TOURISM IN LESS DEV COUNTRIES	C+	
201801	BCOMHM	UU204	PACIFIC WORLDS	B	
201803	BCOMHM	MG301	SERVICES MARKETING	C+	
201803	BCOMHM	MG302	HUMAN RESOURCE MANAGEMENT		E
201803	BCOMHM	TS302	STRATEG SERV MGMT HOSPITALITY	B	
201803	BCOMHM	TS311	SUSTAINABLE TOURISM DEV	C	
201901	BCOMHM	TS304	FRNT OFCE & SALES MARKTNG PRAC	A+	
201903	BCOMHM	TS218	ROOMS DIVISION PRACTICAL	A	
201903	BCOMHM	TS303	FOOD & BEVERAGE OPS PRACTICAL	A	
202001	BCOMHM	MG302	HUMAN RESOURCE MANAGEMENT	B+	
202001	BCOMHM	MG305	NEW VENTURE CREATION	C	

ANY ENTRY OF COURSES AND GRADES BELOW THIS LINE IS NOT OFFICIAL

BCOMHM Completed Requirements for Bachelor of Com in Hotel Mgmt  
GPA : 2.89 Status : Awarded 08-JAN-2021  
BFNSS Completed Requirements for Bridging Foundation Social Sc.  
GPA : 2.67 Status : Requirements Completed

English is the principal language of instruction at The University of the South Pacific

  
Authorising Officer



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