



# JOSHUA O'MULLANE

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📍 405 Spray Avenue, Banff

## EDUCATION

University of Notre Dame Sydney **Bachelor of Education (Primary)**  
2019-2023

De La Salle Revesby **High School certificate**  
2018

## WORK EXPERIENCE - RELEVANT EXPERIENCE IN BOLD, WITH SKILLS LISTED BELOW (FUTHUR DISCUSSION UPON INTERVIEW)

KFC - Cook (March 2018 – November 2018)

ICT Support Assistant – Picnic Point High School (November 2019 – January 2023)

Mazda Distribution Compound (January 2021 – April 2021)

SLSO – School Learning Support Officer Padstow North Public School (February 2021 – September 2021)

Primary School Teacher (ICT advisor) (February 2023 – December 2023)

**Health Club/Boathouse Rental Attendant – Fairmont JPL (May 2024 – July 2024)**

**Spa Attendant – Fairmont Banff Springs Hotel (September 2024 – May 2025)**

**Guest Services Ambassador – Fairmont Banff Springs Golf Course (May 2025 – Current)**

## SKILLS ASCERTAINED

### Health Club/Boathouse Rental Attendant – Fairmont JPL

- Consistently offer professional, friendly and engaging services; following departmental policies, procedures, safety and service standards
- Maintained gym/aquatics facility cleanliness and operation whilst supporting guests at the drinks bar, front desk check ins, payments and retail options in accordance with 'LQA' best practice and quality assurance auditing
- Assisted in the programming and operation of the Jasper Park Lodge Summer Kids Camps
- Operating the Boathouse, facilitating liability waivers, safety/introductory speeches, POS rental payments, loading and unloading of guests safely in and out of the lake in rentals, or on bikes/e-bikes.
- Facilitated and organised daily resort activity events for guests from walking tours, bingo, trivia nights, canoe races, Clipper (15+ seat canoe) tours. as well as specialised events such as Canada day activities for hotel guests
- Have full knowledge of beverage lists and promotions, all menu items, garnishes, contents and preparation methods as well as deliver and present food and beverage items to guests, following all safety and sanitation policies
- Adhere to the hotel's vehicle handling and safety policies while driving hotel and guest vehicles
- First responder for water rescues when necessary, using motorized rescue boat.



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## **Guest Services Ambassador – Fairmont Banff Springs Golf Course**

- First/last guest interaction and everything in-between, making valuable and meaningful guest experiences to build unforgettable memories at the 5th best golf course in Canada.
- Guest interaction, regarded as highly dependable in forging positive engagement with professionalism, with natural and meaningful conversation.
- Forge genuine connections with guest to create truly personalized experiences.
- In accordance with the '59 clubs' auditing best practice policies. Responsible for checking payment accuracies, resolving any discrepancies, cart safety and tracking, providing accurate and current course information to support guest experience during round, final stop for clarification and support.
- First line of support for guest on course/ responding to any issues, wildlife encounters, weather events.
- Confidence when assisting/dealing with disgruntled guests. Removing guest from course or carts when sneaking on without pay, verifying receipts or memberships. Resolving guests concerns or issues, turning a negative experience into a positive long-standing impression.
- Adaptability in assisting with Cart tours, private events, PGA tournaments, shotguns tournaments, weddings etc. commanding large group numbers with confidence in public speaking.

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## **Spa Attendant – Fairmont Banff Springs**

- Facilitated and operated the Spa and Aquatic facilities in accordance with the 'LQA' and 'Forbes' best practice guidelines to provide a luxurious quality well being experienced
- Maintained the cleanliness of facilities keeping areas clean and clutter free, stocked with amenities for guest usage, and providing directions and support on facility use.