

WEI TAO

Tianjin University of Commerce 8-4-306

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EDUCATION

- 12/2006 Florida International University , School of Hospitality and Tourism Management, Miami, FL, USA
Masters of Science Degree in Hospitality Management
- 09/2004 Leeds Metropolitan University (United Kingdom)
Master of Science in International Hospitality Management
- 07/2003 College of Tourism and Hotel Management (Cyprus)
Bachelor of Arts in Hospitality Management. Diploma in Travel and Tourism Administration

EXPERIENCE

- 08/06–Present Florida International University, School of Hospitality and Tourism Management. Tianjin, China.
Instructor. Teaching the following courses: Lodging Operational Control, Accounting for the Hospitality Industry, Hospitality Marketing Strategies, and Market Research in Visitor Industry.
- 06/08–09/08 Aramark, Beijing, China
Human Resources Supervisor and Trainer. Responsible for managing and supervising Media Village 1 – one of Five major Olympic Operational Scope for 2008 Beijing Olympic. In charge of training 6,000 Aramark Olympics food service staffs members.
- 04/05–10/07 Acqualina, A Rosewood Resort (Miami)
Human Resources Coordinator. Assistant HR director on recruitment and employee incentive activities; aid training manager for orientation and training; solve the daily staff injury on-duty.
- 2003 -- 2005 Hilton, Leeds City (England)
Waitress and Section Leader. Responsible for customer service in hotel restaurant, 'Café-cino' (lounge services) and banqueting departments
- 2001-- 2002 La Maison Fleurie Restaurant (Cyprus)
Greeter and Waitress. In charge of reservations, food and beverage inventory control, food and beverage service.

SKILLS

- Fluent English and Chinese; speak basic French and Greek
- Knowledgeable on hospitality industry, both practical and theoretical.
- Effective trainer. Through two weeks tutorial, my leading group of students did an operable marketing plan –“New Feel, New Dream” which won second grade in the 2008 student business contest competition in FIU-TUC campus. This group is made of first year students. I also have been rewarded as premium mentor.
- Efficient team player e.g. was rewarded several times as employee of the month.
- Excellent speech and presentation skills. December 2008, presented the speech “Training internationalized hotel manager, through improving teaching quality and increasing student’s critical thinking ability’ in TUC academic conference.
- Excellent organization and planning skills, e.g. organized lots of holiday events and Christmas parties, all achieved great success.
- Good sense of humor with quick thinking, enjoy creativity and self-motivated.
- Diligent, adaptable and hard working with good listening skill

COMPUTER SKILLS:

- * Operating Systems: Windows 98, 2000, XP and Vista.
- * Applications: MS Office (Word, Excel, PowerPoint) and Adobe Photoshop

OTHER RELEVANT QUALIFICATIONS:

- * Diploma in IATA (International Air Transport Association) / UFTAA Course
- * Hotel / Motel Sales Promotion Certification (American Hotel Association)

PUBLICATION:

01/2006 ‘An Investigation into Service Quality at Hilton Leeds City: the Service Recovery is a management tool or a whole new service paradigm’ was selected into 11th Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism (Seattle, Washington).