

# Angela Fowler

East Toowoomba QLD 

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## CUSTOMER AND TEAM EXPERIENCE EXPERT

**Hospitality | People Leadership | Front Office Manager | Restaurant Manager | Administration**

Energetic Hospitality Manager with 19 years experience leading productive teams and increasing profitability through streamlining processes and identifying areas of improvement. Resourceful and adaptable collaborator with knowledge of best practice hospitality, food and beverage, and front office management. Accomplished in workflow optimisation technique implementation, which increases productivity and maintains business integrity and quality service.

- 13 Years Team Leadership
- Hospitality, Finance, Call Centre and Leasing Industries
- \$9M+ Operations | 25+ Employees

## CAREER SUMMARY

| DATE                | POSITION                                    | COMPANY                              |
|---------------------|---------------------------------------------|--------------------------------------|
| OCT 2022 – OCT 2023 | Operations Support Officer                  | University of Southern Queensland    |
| OCT 2022 – OCT 2022 | Ad Hoc Relief – Catering Department Manager | University of Southern Queensland    |
| JUL 2021 – OCT 2022 | Café Supervisor                             | University of Southern Queensland    |
| JAN 2021 – JUN 2021 | Personal Assistant / Administrator          | Lever Group                          |
| JUN 2015 – JAN 2021 | Resident Manager / Front Office Manager     | Quest Toowoomba Apartment Hotel      |
| JUL 2014 – JUN 2015 | Commercial Leasing Executive                | Colliers International               |
| JUL 2013 – MAY 2014 | Restaurant Manager                          | Fitzzy's on Church                   |
| MAY 2012 – JUL 2013 | Café Manager                                | Aromas Café                          |
| JAN 2011 – MAY 2012 | Supervisor                                  | Star Gardentown Café                 |
| JUL 2010 – JAN 2011 | Food and Beverage Attendant                 | Olive Branch Lounge Bar & Restaurant |
| DEC 2008 – JUL 2010 | Restaurant and General Manager              | Campari Bar and Restaurant           |
| FEB 2008 – DEC 2008 | Administration Officer                      | Genesys Wealth Advisors              |
| JAN 2004 – FEB 2008 | Duty Manager / Restaurant Manager           | Quality Hotel Burke and Wills        |

## PROFESSIONAL EXPERIENCE

**University of Southern Queensland, Toowoomba**

***Operations Support Officer / Ad Hoc Relief for Catering Department Manager***

OCT 2022 – OCT 2023

Provided administration and organisational support to Department Manager. Managed catering and function ordering portal with timely communication to all departments and clients. Delivered catering orders to both inhouse and external stakeholders that reflected the high standards in product, presentation and customer service expected of the Catering Department. Assisted with the organisation and delivery of small to large scale events such as formal dinners, presentations and cocktail functions. Liaised with University Faculty to ensure smooth delivery of operational expectations from Head of Department of Business Services. Assisted with the supervision of staff, organisation and execution of daily operational activities of the Refectory Café and kitchen.

### **Café Supervisor**

AUG 2021 – OCT 2022

Delivered quality food and beverage products to students, staff and visitors at the Refectory Café and corporate functions and events. Provided detailed stock control templates to ensure stock rotation occurred weekly before new stock delivered. Composed Front Office Manual to document implemented policies and procedures to ensure the efficient operations of the Café at all times.

### **Lever Group, Toowoomba**

#### **Personal Assistant / Administrator**

JAN 2021 – JUN 2021

Provided administration assistance and support to the Directors and Accountants. Arranged travel bookings, managed calendar appointments and liaised with stakeholders to deliver swift, personalised and professional service. Produced accurate and timely reports and documentation to clients for Business Activity Statements, Income Tax Returns and general enquiries. Managed the company website blog, Instagram account and email campaigns to deliver content that supported the Company's vision.

### **Quest Toowoomba Apartment Hotel, Toowoomba**

#### **Resident Manager / Front Office Manager**

JUN 2015 – JAN 2021

Managed property and after-hours operations of \$4M revenue hotel leading 18 employees. Key contributions and results:

- **Increased overall sales** by \$1.5M+ by establishing preferred supplier arrangement with corporate clients.
- **Increased guest satisfaction** through building team capability and creating memorable guest experiences.
- **Elevated employee engagement** through training, motivation and recognition initiatives.
- **Provided best practice property management** including front office services, business operations, administration and resident management.
- **Recognised for exceptional performance** and rewarded with promotions from Front Office Supervisor to Resident Manager to Acting Operations Manager in less than 3 years.

### **Colliers International, Toowoomba**

#### **Commercial Leasing Executive (Managed Assets)**

JUL 2014 – JUN 2015

Led portfolio management for a commercial leasing agency. Key contributions and results:

- **Managed \$700K portfolio.** Produced remarkable sales and enhanced revenue by managing complete lifecycle, including commercial leasing, tenant attraction, asset management and financial reporting.
- **Generated \$65K revenue** in less than 12 months by nurturing landlord and tenant network.
- **Elevated brand exposure** through social media presence and industry network.

### **Fitzzy's on Church, Toowoomba**

#### **Restaurant Manager**

JUL 2013 – MAY 2014

Led the vision and business development goals for a restaurant. Key contributions and results:

- **Oversaw daily operations** including management of 15 employees, training, health and safety, inventory and financial functions.
- **Increased overall sales** by 10% through nurturing customer experience and operational processes.
- **Elevated employee engagement** through service training, communication, and recognition initiatives.

**Aromas Café, Toowoomba*****Café Manager***

MAY 2012 – JUL 2013

Led the vision and business development goals for a cafe. Key contributions and results:

- **Oversaw daily operations**, including management of 15 employees, training, inventory and financial functions.
- **Accelerated business growth and profitability** by attracting new customers and building loyal customer base.
- **Identified and capitalised on opportunity** including nurturing vendor, supplier and industry networks.
- **Elevated employee engagement through** promoting culture of efficiency and performance.

**Star Gardentown Café, Toowoomba*****Supervisor***

JAN 2011 – MAY 2012

Supervised shift operations for a café. Key contributions and results:

- **Oversaw shift operations** including team productivity, service efficiency and customer experience.
- **Increased customer satisfaction** and repeat business through focus on experience and customer loyalty.

**Olive Branch Lounge Bar & Restaurant, Toowoomba*****Food and Beverage Attendant***

JUL 2010 – JAN 2011

Delivered best practice hospitality for a bar and restaurant. Key contributions and results:

- **Worked with diligence** to meet or exceed customer expectations and deliver a memorable dining experience.

**Campari Bar and Restaurant, Toowoomba*****Restaurant and General Manager***

DEC 2008 – JUL 2010

Led the vision and business development goals for a restaurant. Key contributions and results:

- **Oversaw daily operations** of \$1.5M revenue restaurant, including staffing and training, health and safety, inventory and financial functions.
- **Generated new revenue stream** by securing catering and service contracts for large corporate events.
- **Accelerated business growth and profitability** by attracting new customers and building loyal customer base.
- **Developed business tools** to drive operational excellence and uplift employee capability including Operating Procedure Manual and Staff Handbook.

**Genesys Wealth Advisors, Toowoomba*****Administration Officer***

FEB 2008 – DEC 2008

Delivered best practice administration within the financial services industry. Key contributions and results:

- **Identified and capitalised on market opportunities** by implementing targeted customer marketing and benefits scheme.
- **Managed CRM database** including troubleshooting, maintenance, updates and report generation.

**Quality Hotel Burke and Wills, Toowoomba*****Duty Manager / Restaurant Manager***

JAN 2004 – FEB 2008

Led the vision and business development goals for a hotel and restaurant. Key contributions and results:

- **Oversaw daily operations** of \$3M revenue hotel, including management of 25 employees, training, compliance, inventory and financial functions.

- **Generated new revenue stream** by securing catering and service contracts for large corporate events.
- **Developed business tools** to drive operational excellence and uplift employee capability including Staff Induction Program and Manual.
- **Recognised for exceptional performance** and rewarded with promotions from Food and Beverage Attendant to Restaurant Manager to Duty Manager in less than 2 years.

## **AWARDS**

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2019 Hotel Management Magazine Nominee

2018 Quest Apartments Front Office Employee of the Year

2018 Queensland Emergency Services Award – Australia Day Commemoration

## **REFEREES**

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Mrs Shea Distant (Director, Action Electrical Queensland)

0438 132 201

Mrs Jenny O'Reilly (Franchisee and General Manager, Quest Toowoomba)

0419 789 241

Mrs Cynthia Rice (former General Manager, Quest Toowoomba)

0407 346 686