

WAYNE FRASER

CONTACT

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5 Cascade Ave, Waiatarua
Auckland 0604, NZ

EDUCATION

Northern Sydney Institute

Culinary Management
July 2003–July 2006
Sydney, Australia

Russo School of Hotel Management & Tourism

Cruise Ship Management
July 2001–July 2002
Brisbane, Australia

William Angliss Institute

Hospitality
July 2000–July 2001
Melbourne, Australia

CERTIFICATIONS

Smart Serve Certified

Licensed with Private Security and
Investigative Services

Canadian Red Cross First Aid and
CPR/AED Certified

New Zealand-born, award-winning service professional with two decades of international experience across four countries, specializing in client relations, operational excellence, and security management. Proven ability to deliver exceptional experiences while maintaining stringent standards in high-pressure environments. Known for strong interpersonal skills, meticulous attention to detail, and consistently exceeding stakeholder expectations across premium establishments in Sydney, London, and Toronto.

PROFESSIONAL EXPERIENCE

Executive Concierge

The Forest Hill Group • Toronto • December 2023–January 2025

- Addressed issues and challenges residents faced, ensuring positive resolution and client satisfaction
- Escorted contractors throughout the building to oversee and facilitate maintenance and repair work
- Planned and scheduled contractors, guest suite reservations, and elevator bookings
- Ensured safety and security of residents by managing building access and monitoring visitor activities
- Maintained clear communication channels, keeping residents informed of building-related updates, events, and important notices
- Assisted Property Manager with various tasks while ensuring resident privacy and confidentiality when managing sensitive information

Campus Security

University of Toronto • Toronto • September 2013–December 2023

- Ensured safety and security of all buildings on campus, serving as first responder to security breaches
- Escorted clientele for job assignments within the university
- Conducted regular patrols of campus facilities and secured doors throughout buildings
- Provided access to spaces for authorized personnel

WAYNE FRASER

AWARDS & RECOGNITION

2023 Faculty Of Law SLS Staff Appreciation Award

University of Toronto

Awarded annually to a staff member who demonstrates exceptional commitment to student assistance

2021 True Blue Award

University of Toronto

Given to a staff member who has demonstrated a high standard of professionalism and consistently provides outstanding and exemplary service to students, staff, faculty, and clients

PROFESSIONAL EXPERIENCE (CONTINUED)

Bellman/Concierge

SOHO Metropolitan Hotel • Toronto • June 2009–April 2011

- Greeted all guests upon arrival, escorting them to suites and provided introduction to hotel facilities, amenities, and guest room features
- Organized guest departures, coordinating travel arrangements from the hotel
- Handled and resolved all guest inquiries, issues, and concerns with professionalism

Concierge/Room Service

Covent Garden Hotel • London, UK • August 2005–January 2008

- Coordinated dinner reservations, spa services, theatre and private event tickets, transportation services, and provided local tourism information
- Responsible for meeting the needs of all VIP guests and managing the concierge desk
- Prepared and delivered overnight room service meals to maintain exceptional guest satisfaction

REFERENCES

Available upon request.