



MY PORTFOLIO



Cover Letter & CV



COVER LETTER



Date: 2021
Job Ref: CFA/ Position

Dear Human Resources Administrator,

In response to your vacant position, I have enclosed my CV for your review and consideration. The prospect of securing a position within your organization is an opportunity I would relish. In my previous position as VIP Flight Attendant with Execujet, my key role was to anticipate, tailor and deliver a truly memorable service experience to our VIP guests, whilst respecting their need for privacy and comfort. Having worked in the aviation industry for many years, I have gained a wealth of experience and training in global hospitality.

Over the years I have been studying and upgrading my skill set to continually progress in my chosen career as a VIP service professional in the competitive niche business aviation market. I continually strive for excellence and have completed my in-house VIP/corporate flight attendant training with Execujet, my training covered all aspects of aviation safety standards as well as the latest food trends, plating techniques, luxury food products, food and wine pairings and other additional VIP industry standards. This knowledge was invaluable in honing my silver service etiquette, attention to fine details and VIP protocols.

In addition to this I have recently completed my Senior Crew Member training through Execujet and in February 2020 I graduated with distinction in Train the Trainer – Level 3 International Award in Delivered Training. I feel this additional training has further enhanced my existing management experience, I received when I worked as Onboard Food & Beverage Manager with Etihad Airline.

I work with a professional and ethical demeanor that projects integrity, empathy, diplomacy, and respect. I have many key transferable skills from my VIP service and creative background, which will enable me to make the transition into this position. I consider my key attributes to be my strong work ethic, dedication, organisational skills, keen eye for intricate details and a true passion for service excellence.

I would describe myself as an approachable, dedicated flight attendant able to work within a multicultural team or independently as required, think proactively, discreetly solving any unforeseen problems that may arise. I have current GCAA cabin crew licence, medical certificate, a valid C1/D, B1/B2, Schengen and UK visas. and have received my Pfizer COVID-19 vaccination. I am an effective bilingual communicator speaking Afrikaans and English.

I am confident that such attributes, will make a meaningful contribution to your organisation. It would be a tremendous honour and personal satisfaction to be a part of your team and to work for your company. I would appreciate an interview at your convenience, for me to discuss my qualifications further and to convey why I feel I would be a good fit for the role for which, I now apply.

Thank you very much in advance and I look forward to hearing from you.

Yours sincerely,
Anneline Holland

CV PAGE 1



Anneline Holland
VVIP/Corporate Flight Attendant

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Willing to Relocate

Work Experience

Oct 2021 - Present
Freelance VVIP/Corporate Flight Attendant
Available for Worldwide Contracts

- Available for freelance positions with either corporate aviation, or part 91 privately owned aircraft.
- Create unique guest travel experiences delivered with the utmost discretion.
- Service execution, of table set ups, beverage pairings and white glove service.

Jun 2013 - Oct 2021
VVIP/Corporate Flight Attendant
Executive, Dubai, UAE

- VVIP Corporate Flight Attendant, responsible for tending to the needs of VIP private clients ranging from Diplomats to Royal family members where confidentiality and discretion is a certainty at all times.
- Required to ensure safety and security on board the aircraft throughout all flight phases whilst maintaining the highest service standards.
- 2015: I was requested to do the 'Entry into Service' for a privately owned Global 5000 where I have been the designated LFA since.
- Overall in charge, responsible for maintaining the interior of the cabin including stocking and general upkeep.
- Other duties include creating menus and catering orders, galley management, product/quality control, and guests' satisfaction.
- In addition I have extensive freelance experience on a variety of business jets.

Jun 2008 - Jun 2013
Onboard Food & Beverage Manager, First & Business Class Cabins
Etihad Airways, Abu Dhabi, UAE

- Manager of service delivery and guest experience in First and Business.
- Pre/Post flight checks and ensuring safety and security in all phases of flight.
- Performance and resource management, reviews, coaching and mentoring.
- Built strong relationships with customers through positive attitude and attentive and timely response to their requests.
- Designated team leader on flights to promote products and company branding.
- Operated the elite charter flights and was continuously involved in the company promotions assisting with gala dinners, lounge openings, press releases, new destination launches, formula 1 paddock and often worked on events where the CEO and VVIP clientele were present.
- Duties included: general public relations, customer liaison, galley management, team motivation and coaching, product & quality control, ensuring guests safety and satisfaction.

Summary

With over 13 years' experience in the aviation industry, I am highly skilled in all aspects of single and multi - crew operations on a variety of aircrafts. I truly believe teamwork, professionalism, attention to detail, confidentiality, security, and comfort all play a vital role in our industry and I will always strive to take the guest experience to the next level.

I see myself as a motivated, multicultural, positive individual with great organizational and communication skills and a will and drive to succeed and achieve the most I possibly can in life while maintaining integrity.

Education & Training

- Nov 2000
High School Diploma
Table View High School, South Africa
High School Certification

- Feb 2020
Train The Trainer: Level 3
Highfield International - Dubai, UAE

- Train The Trainer: Level 3 International Award in delivered training, Graduated with Distinction

Aviation Training Courses

- 05/2021: Corporate SEP Training, Dynamic Advanced Training, Dubai, UAE
- 05/2020: Infection Prevention & Control, Highfield International, Dubai, UAE
- 04/ 2019: CPR & AED Certified, American Heart Association, Dubai, UAE
- 01/2018: Food Safety Certificate, Scandlearn Aviation Training, Sweden
- 09/2014: Senior Cabin Crew Training, Etihad Training, Abu Dhabi, UAE
- 12/2011: Food & Beverage Management Training, Etihad, Abu Dhabi, UAE
- 12/2010: Inspired Service Training, First & Business, Etihad, Abu Dhabi, UAE
- 06/2008: Cabin Crew Initial Training, Etihad Training College, Abu Dhabi, UAE

Personal Information

- Date of Birth:** 14/09/1984
- Nationality:** South African
- Passport No:** M00123681
- Marital Status:** Single
- Drivers Licence:** Yes, UAE Licence
- Medical:** Aviation Medical valid until 23 Oct 2023
- Vaccination:** Fully Covid-19 Pfizer Vaccinated
- Interests:** Golf, horse riding, painting, rollerblading, wake surfing and boxing

CV PAGE 2



Mar 2007 - Jun 2008

Assisted In The Family Business

Global Construction, Cape Town , South Africa

- Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities, and communicate instructions.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Sorted, received, and distributed mail between departments and personnel.
- Answered inquiries and resolved or escalated issues to management personnel to ensure client satisfaction.
- Maintained appropriate filing of personal and professional documentation.
- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team efficiency.

Jun 2006 - Mar 2007

Front Of House Manager

Kilimanjaro Casino - Odessa International, Dar Es Salaam , Tanzania

- Front of house manager my main focus was serving our VIP clientele.
- In charge of managing the team of executive hostesses offering continuous training and support and ensuring that high service standards were maintained with the VIP clients.
- Focused on expanding our VIP client base and involved in tournaments and events coordination.

Mar 2003 - May 2006

Front Of House Manager

Paranga Restaurant, Cape Town, South Africa

- As front of house manager, I was expected to ensuring smooth operations in all departments of Paranga, FOH and BOH operations.
- Overseeing the kitchen staff, waiters, barman, runners & cleaners.
- Often present on the floor to build better customer relations and to ensure quality and service standards were met as well as to deal with customer liaisons and specific requests.
- Trained incoming staff on restaurant's practices, culture, and procedures to maximize job satisfaction and productivity.
- Duties included: Opening and closing of the restaurant, rostering, admin, cash-up, stock control, delivery control and some marketing and events coordination.

References

- Joanne Hattar, Gulf Wings, Manager In Flight Services
- +971 50 455 7807, joanne.hattar@gulfwings.fze.com
- Joanna Magson, ExecuJet Middle East, Cabin Crew Supervisor
- +97156 501 5622, Joanna.Magson@execujet-me.com
- Grant Davies, ExecuJet Middle East, Lead Commander
- +97150 708 9706, +97155 196 7897, grantsdavies@gmail.com
- Samantha Cutting, ExecuJet Middle East, Chief Cabin Crew Supervisor & LFA,
- +97150 207 9245, samb9@hotmail.co.uk

My Portfolio

Click to Open: 1. Photographs, 2. Aviation Training & Supporting Documents.



Full Length Photograph



Aviation Certificates & Supporting Documentation

Current Visas & Validity

- UAE Residence Visa, expiry, 09/06/2022
- USA C1/D, expiry, 07/01/24
- USA B1/B2, expiry, 19/03/2022
- Schengen, expiry, 07/10/2021
- United Kingdom, expiry, 24/11/2025

Aircraft Type Ratings & Experience

- A319, 320, 330, 340, B777, 787, Embraer Lineage 1000, Global 5000.
- Learjet 60XR, Challenger 605, Falcon 900DX & Gulfstream 450
- GCAA Cabin Attendant License Valid Until 05.02.2022.

Skills



Computers
Microsoft Office Suite:
Word, Excel, PowerPoint.



Languages
Afrikaans: Native
English: Fluent

Accomplishments

- Certified Semi Permanent Make-Up & Microblading Technician
- Certified YUMI Keratin Lash Lift & Brow Lamination Specialist
- ExecuJet Promotions Team
- Private Jet Entry into Service
- Ethad Promotions Team
- Cum Laude

Skills & Personal Attributes

- Customer Service
- Teamwork
- Leadership
- Attention to detail
- In-Flight management
- Training
- VIP guest relations
- Multitasking
- Customer liaison
- Performance assessments
- Quality control
- Flight safety
- Pre- and post-flight inspections
- Stock control

PHOTOGRAPHS





CONTACT

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Available for Freelance or Permanent
Positions

