



Hồ Thanh Trường

Date of birth: 17/08/2001 **Place of birth:** An Giang, Vietnam

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ABOUT ME

Bachelor's degree in Tourism with a strong commitment to learning and growth. Eager to improve through feedback and hands-on experience to build a successful career in hospitality.

EDUCATION AND TRAINING

FACULTY OF TOURISM

Ho Chi Minh City University of Social Sciences and Humanities [2019 – 2024]

Field(s) of study: Hospitality Management

LANGUAGE SKILLS

Mother tongue(s): Vietnamese

Other language(s): English (Intermediate User)

WORK EXPERIENCE

FRONT OFFICE INTERN

PREMIER RESIDENCES PHU QUOC EMERALD BAY MANAGE BY ACCOR [01/10/2022 – 01/01/2023]

City: Kien Giang | Country: Vietnam

Bellboy Intern

- Warmly welcomed guests upon arrival.
- Provided information about hotel services and local attractions.
- Ensured safe handling of guests' luggage.

Guest Relations Officer Intern

- Greeted and assisted all guests, prioritizing VIPs for personalized service.
- Resolved guest complaints and inquiries, ensuring satisfaction.
- Utilized the Opera system to manage guest services and communication.

HOUSEKEEPING INTERN

PULLMAN PHU QUOC BEACH RESORT [01/06/2022 – 01/08/2022]

City: Kien Giang | Country: Vietnam

Room Attendant Intern

- Independently cleaned at least 12 rooms per day.
- Gained a strong understanding of department operations.
- Successfully completed tasks as requested by the manager.
- Proactively assisted guests when needed.

OTHERS

Core Competences

- Proficient in Microsoft Office.
- Strong communication skills.
- Always listening and easy to adapt to new situations.
- Willing to learn and improve continuously.