



LE TRUNG KIEN

Duty manager

- 076 862 8153
- kienkien877@gmail.com
- HCM city, District 7

EDUCATION

Can Tho University

Bachelor's Degree in Tour Guiding

SKILLS

- Guest Check-in / Check-out Procedures
- Reservation Confirmation & Room Assignment
- Payment Processing (cash, card, e-wallets)
- Problem-Solving & Complaint Handling
- Professional Phone & Email Etiquette
- Coordination with Housekeeping & Operations
- Shift Report / Logbook Documentation
- Customer Satisfaction Follow-up
- Schedule & Task Coordination
- Administrative & Front Desk Support
- Clear, polite, and professional communication

LANGUAGE

English

About Me

Motivated and customer-oriented hospitality professional with nearly 2 years of experience in guest service, front-desk coordination, and problem-solving across educational and service environments. Strong ability in handling guest inquiries, confirming bookings, managing check-ins, addressing complaints, and coordinating with cross-functional departments (Housekeeping, Operations, Service teams). Professional appearance, excellent communication skills, and the ability to remain calm and efficient in fast-paced, guest-focused settings. Fluent in English (TOEIC 775).

WORK EXPERIENCE

Team Manager – Training & Enrollment

Au Viet My English Center

February 2024 – July 2025

- Arranged teaching schedules for teachers and students, ensuring smooth class operations and effective time management.
- Organized placement tests and periodic student assessments, monitored learning progress, and suggested suitable learning paths.
- Consulted students and parents on course selection, helping them choose the most appropriate program based on goals and proficiency.

Receptionist – Kobe Teppanyaki Restaurant

District 3, Ho Chi Minh City

- Welcomed guests in a polite, professional manner and assisted them with seating arrangements.
- Managed reservations, answered phone calls, and handled guest inquiries.
- Coordinated with service staff to ensure smooth dining operations.
- Resolved guest concerns promptly with a service-oriented attitude.
- Maintained a clean, organized front desk aligned with hospitality standards.

Tour Guide – Vinpearl Safari Phu Quoc

Phu Quoc, Kien Giang

- Provided guided tours with clear, engaging communication to diverse visitor groups.
- Delivered information about attractions, answered customer questions, and ensured safety.
- Supported guest flow management during peak hours and handled unexpected situations calmly.
- Ensured a positive guest experience through proactive service and problem-solving.