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📍 271/16 Phạm Văn Chí, phường 3
, quận 6

EDUCATION

HOSPITALITY MANAGEMENT
HUTECH UNIVERSITY
2016 - 2020

CERTIFICATIONS

CERTIFICATE IN APPLIED INFORMATICS

CERTIFICATE OF ENGLISH PROFICIENCY

CERTIFICATE OF PEARSON'S TEST OF
ENGLISH (PTE)

ADDITIONAL SKILLS

Team work

Communication

Leader

Problem Solving

Computer, Opera PMS

English

ACTIVITIES

Onepay link seminar

Learn about bill and cashier processes Hotel

LƯ BẢO DOANH

ADMINISTRATION STAFF - RECEPTIONIST

OBJECTIVE

I especially enjoy customer service work. I had daily contact with a variety of clients at my

previous employment, so I believe that with solid communication and customer care abilities, I will be able to provide excellent customer service. I can help to strengthen the

company's professional image in the eyes of customers.

Short-term objective: become a professional receptionist who provides the greatest experience for clients.

Long-term objective: enhance the company's reputation among clients

WORK EXPERIENCE

Hotel Grand Saigon | Reservation Agent

08/2024 - Present

- Receive booking requests via online travel agent channels, accurately and completely record guest information and update the system
- Respond to guests via phone, email to advise on room availability or report full rooms.
- Receive and handle guest requests
- Follow guest's payments and deposits

Hotel Nikko Saigon | Hostess

11/2021 - 4/2024

- Welcome guests..
- Receive table reservation information and provide restaurant programs.
- Manage bookings, assist with setting up walk-in booking tables
- Answer consumer queries and resolve customer issues.
- Check Opera, check billing on Opera system
- Handle cashier

Hotel Nikko Saigon | Waitress

12/2020 - 11/2021

- Set up the dining table
- Welcome guest
- Introduce the menu and take orders from customers
- Keep work areas and guest areas clean

Mc Donald's Vietnam | Customer Service

3/2018 - 12/2020

- Welcome customers
- Solve problems that customers have
- Receive birthday party reservations, introduce party packages and promotions

Intercontinental Saigon Hotel | Internship in the F&B Department

11/2017 - 12/2018

- Coordinate with the kitchen and staff to bring food to guests fastest but still quality
- Make sure the guest area is always clean