



Terapat Meenkumjorndach

Duty Manager

"Experienced specialist with a passion for delivering outstanding service"

WORK EXPERIENCE

CONTACT ME

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District, Samut Prakan 10540

EDUCATION

Airline Business Management

Suan Dusit University Hua Hin Campus
2015 - 2018

SKILLS

- RMS (Ascott's management system)
- Opera PMS
- Microsoft Office (Excel, Word, Powerpoint, etc.)
- Canva, Photoshop, Sony Vegas Pro
- Google tools
- Line Application tools
- IT knowledge

Duty Manager

2023 - Present

Kingston Hotels Group Nysa Hotel Bangkok

- Managed operations during off-peak hours and ensured smooth guest services and hotel operations.
- Coordinated and provided guidance to staff in all departments (Front Office, Housekeeping, F&B) to ensure quality service delivery and resolve any issues.
- Monitored the cleanliness and upkeep of guest rooms and public areas.
- Addressed guest complaints and resolved them promptly to maintain customer satisfaction.
- Handled financial transactions, including check-ins, check-outs, payments, and data entry.

Senior Guest Service Supervisor

(Acting to be Duty Manager)

2022 - Present

The Ascott Limited Iyf Sukhumvit 8 Bangkok Hotel

- Coordinate with the financial department and handle the payment.
- Take care the role of a reservation department such as a Wholesale, OTA, or Corporate booking until commission and term of payment.
- Monitoring a room's availability and controlling it to prevent overbooking.
- Reply a request on email and extranet platform to the guest or travel agent.
- Obtain and account for the correct room revenue.
- Ensure that all room rate, guest data is posted and correct into the hotel property management system.
- Ensure that pending balance/posting master account is follow up the payment to avoid bad debt.
- Identify and correct any errors.
- Fully conversant with the Emergency Plan of action.
- Report and manage incidents, accidents, loss or damage to person and property within the premises.
- Compile analysis of guest's comments and feedback during their stay.
- Presenting VIPs with a welcome drink, helping, and preparing the room with special goods or services.
- Participate in organizing events and creating a good mood for guests.
- Training and coaching new team member and create culture by pushing and implement on innovation merge with hotel organization.
- Conduct daily pre-shift briefings to team member on rooms occupancy, arrival & departures, functions / event and special attention that is needed.
- Being the number one recommended staff name on Trip Advisor.

INTERNSHIP

THAI Airways

Procurement Department
Head office

ACTIVITY

Musician (Vocalist, Guitarist)

BuildBar at Hua-hin
Ra Ruen Chuen Bar at Hua-hin
Tamarind Market at Hua-hin

Miss Grand Phichit
Got an invitation to perform as a singer
on stage.

Leader of Music club
at Suandusit University

Guest Experience Specialist (Pre-Opening)

2021 - 2022

ONYX Hospitality Group Amari Watergate Bangkok Hotel

- Facilitated smooth check-in and check-out processes, ensuring a positive guest experience.
- Make a reservation, Upsell, promoted the restaurant at the hotel to the visitor.
- Take care of the payment and immigration report while working the night shift.
- Maintain the cash float for the refund of security deposits.
- Managing and preparing rooms for a group reservation list.
- Coordinate with the reservation and financial departments.
- Being the number one in upselling.

After-Sales Service Support (Acting to be building manager)

2020 - 2021

D'Well Grand Asset ARNA Ekkamai, AIRES Rama 9

- Check for defects around the building, in the common area, and in the pre-sale houses.
- Coordinate with the contractor to make an appointment to fix a defect.
- Perform as the salesperson's role. Contact customers to promote offers.
- Managing an account on LINE Official (the mobile application) for residents, for contact in case there is any problem during a stay

Guest Relation Officer

Origin Property Park Origin Phrom Phong

- Maintained strong relationships with guest, ensuring their satisfaction with personalized assistance and attention to detail.
- Check for defects around the building, in the common area, and in the pre-sale rooms.
- Perform as a Juristic person with a standard of building knowledge.

Admin/Data Entry (Onboarding Staff)

2018 - 2020

Food panda Telephone Operator

- Coordinate with the restaurant and manage a back-office system.
- Telesales and make a contract with the new restaurant.
- Assisting in resolving customer complaints on the phone

Customer Service Agent (KX-SPECIAL)

Thai Airways Suvarnabhumi Airport

- Assist a special passenger, such as a VIPs or VVIPs or a person who is injured or impaired.
- Coordinated with immigration.
- Taking care of a guest who missed a flight.
- Assist the passenger, who is DEPU, DEPA, or INAD.
- Collaborated with team members to ensure efficient and on-time passenger departures.