


HIEU TRAN

CONTACT

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SKILLS

- Excellent customer service skills
- Strong communication and interpersonal skills
- Ability to handle cash transactions and manage finances
- Knowledge of health and safety regulations in the hospitality industry
- Proficient in Microsoft Office Suite
- Knowledge of various types of alcohol and beverages

EDUCATION

- **BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT**
UCF ROSEN COLLEGE
June 2021

CERTIFICATION

- Certified Hospitality Professional (CHP)
- ServSafe Alcohol Certification

PROFILE

To obtain a position in the hospitality industry where I can utilize my customer service skills and experience to contribute to the success of the company.

EXPERIENCE

FRONT DESK, LOBBY MANAGEMENT

Marriot  Hotel Franchise | 2021 - Present

Provided exceptional customer service to guests, ensuring their needs were met and exceeded.

- Managed reservations, check-ins, and check-outs using [name of property management system].
- Assisted with daily operations of the hotel, including housekeeping, maintenance, and food service.
- Handled guest complaints and concerns promptly and professionally, resolving issues to the satisfaction of the guest.
- Assisted with marketing and sales efforts, including creating promotional materials and participating in sales calls.

SERVER, BARTENDER, HOST

Shakai Sushi Lounge | 2019 - Present

- Greeted and seated guests in a busy restaurant, ensuring their satisfaction throughout their dining experience.
- Took and placed orders, prepared and served drinks, and delivered food to guests in a timely manner.
- Managed cash transactions and handled customer complaints and concerns with professionalism.
- Assisted with restaurant marketing efforts, including creating and distributing promotional materials.
- Maintained cleanliness and order in the dining area and kitchen, ensuring compliance with health and safety regulations.