

## **Resume**



Name: Teo Soo Chze  
Address: 27, Jalan Bistari 4/22, Taman Yayasan 85010, Segamat, Johor.  
Tel No: +60 17 697 7910  
E-mail: [soochze@gmail.com](mailto:soochze@gmail.com)

### **Personal Particulars**

Date of Birth: 15<sup>th</sup> July 1988  
Nationality: Malaysian  
Gender: Female  
Marital Status: Single

### **Career Objective**

I want to utilize my professional in customer service, communication skills and abilities in a field that would improve my knowledge. I will keep my inspiration goes on and improve myself by meeting and goes well with customers and colleague. I will serve the best for the company and my own benefits.

### **Education Background**

#### **Highest Education**

Level: Bachelor in International Hotel and Tourism Management (Major in Hotel & Tourism Management)  
Field of study: Hospitality and Tourism Management  
Institution Name: *KDU University College*, Petaling Jaya, Malaysia in partnership with *IMI University Centre, Luzern, Switzerland (2012)*

### **Second Highest Education**

Level: Diploma

Field of study: Hotel Management

Institution Name: Tunku Abdul Rahman College

Graduation Date: May 2010

### **Third Highest Education**

Level: SPM

Institution Name: Sekolah Menengah Seg Hwa

Located in: Johor

Graduation Date: December 2005

### **Languages**

Language: Mandarin; English; Cantonese; Bahasa Malaysia; Hokkien; Japanese Language (poor); German Language (poor)

### **Additional Information/Involvement**

### **Working Experience**

#### **Wynn Macau Resort**

Working period: December 2012- April 2014

Department: Front Office Department- Front Office Service Agent ( FOSA)

Experience:

- Greeting guest
- Responding to guests' feedback
- Receiving and answering phone
- Handles guest complaint and request
- System Opera 7
- Computing skill
- Handle cashiering including check in and check out by different mode of payment
- Handles registration of arriving guest

#### **Renaissance Kuala Lumpur Hotel**

Working Period: August 2010 – December 2010

Department: Front Office Department (Business Center)

Experience:

- Greeting customers
- Responding to guests' feedback
- Receiving and answering phone
- Making reservation for the meeting room
- Serve guest and deal with guests' request
- Computing skill

**Renaissance Kuala Lumpur Hotel (Internship)**

Working Period: Feb 2010 – April 2010

Department: Food and Beverage outlet

- Dynasty Restaurant
- Lobby lounge
- TEMPTations Restaurant
- 

Experience:

- 5-star operation in fine dining(as hostess and waitress)
- Catering services
- Handling guest complaint
- Reach guest satisfaction
- 

**Shangri-La Hotel Kuala Lumpur (Part Timer)**

Part Time Period: 2009- Jan 2010

Experience:

- Banquet as a waitress
- Experiences working in Istana Selangor ( term work)

**Involvement activities**

2004 - 2005 Choir Club (Treasurer)

2001 - 2005 Tennis Club (AJK)

- Pertandingan Tennis Majlis Sukan Sekolah-sekolah Dearah ( Pemenang Ke-3)
- Pertandingan Tennis Majlis Sukan Sekolah-sekolah Johor

<b>Personal Strengths and Skills</b>
--------------------------------------

- A hardworking individual & able to work in a team
- Willingness to learn
- Optimistic, self-discipline, responsibility
- Punctuality
- Ability to learn
- Ability to work under pressure
- Ability to learn from mistakes
- Ability to cope with failures
- Self motivated & well organized
- Computing skill

## References

1. Name: Ms. Amanda Lee  
Designation: TARC Lecturer  
  
Email: **leepv@mail.tarc.edu.my**  
  
Tel: 03-41450100 ext.526
2. Name: Norazlinah Mohd Sidek  
Designation: Supervisor (Business Center)  
  
Tel: 019-3151650