**CURRICULUM VITAE**

**PERSONAL DETAILS**

**Name in full:**  PHAM THUY TRANG

**Date of birth:** December 12th 1991

**Gender:** Female

**Family Status:** Married

**Resident:** No.401, Pham Van Dong Street, Cau Giay District, Hanoi

**Telephone:** (+84) (0) 912345678

**E-mail address:** phamthuytrang@gmail.com

## **EDUCATION**

**University**: Hanoi Open University

**Time:** 2009 - 2014

**Major:** Faculty of English and Modern Languages

**EXPERIENCE**

***4/2011 -1/2012:* Receptionist at Fitness Centre at Hanoi Daewoo Hotel(9months)**

***2/2012 – 3/2013***: **Receptionists at Mai Charming hotel - 29 Hang Bong (13 months)**

**Job Descriptions:**

* Meeting and greeting clients
* Booking meetings
* Arranging couriers
* Keeping the reception area tidy
* Answering and forwarding phone calls
* Screening phone calls
* Sorting and distributing post
* Direct recommend tours and travel services to foreign tourists: hotels, tours, flight tickets, visa services, car & boat rental ...

**Key achievements:**

* Confident in communicate with foreigners
* Confident in selling travel services directly
* Experience in persuade different kinds of tourists
* Experience in dealing the troubles
* Great chances to learn more about foreign culture
* Improving English speaking skill as well as communication skill

***5/2013 - 2017*: Receptionist(8months) Front Office Supervisor(12months), Assistant of Front Office Manager(10months), Front Office Manager(12months) at Medallion Hanoi Boutique Hotel 11 Ma May**

**Job Descriptions:**

* Respond to guests needs and anticipate their unstated ones
* Expect and react promptly to guests’ requirements and inquires, actively listen and resolve guests’ complaints, issues, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
* Oversee and coordinate all arrivals and departures of special guests (VIPs, SAs etc)
* Coordinate and manage communication between guests and staff and follow up to ensure complete service recovery
* Promote all amenities, conveniences and programs offered
* Appraise team’s performance and produce reports
* Examine activities logbook, assign tasks appropriately and implement control schedule
* Ensure Outstanding customer care at all times.
* Maintains a friendly, cheerful and courteous demeanor at all times.
* Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
* Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
* Uses suggestive selling techniques to sell room nights, increase occupancy and revenue.
* Supervise daily shift process ensuring all team members adhere to standard operating procedures.
* Train, direct the work of resolve issues/problems and coach and counsel the front desk team members to ensure a quality operation.
* Allocate rooms to expected arrivals after checking the guests preferences and special requests.
* Build strong relationships and liaise with all other department's especially housekeeping, reservations etc.
* Operates the equipment, including, assisting incoming & outgoing calls, setting wake-up calls, enabling DND (Do Not Disturb)
* Cross Check all billing instructions are correctly updated
* Controls cash transactions at the front desk and maintains complete responsibility for personal bank as specified by hotel bank agreement policy.
* Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests.
* Being trained and provide working equipment & document
* Research, built-up and maintain partnership
* Take care partners’ request, bookings and payment

**Key achievements:**

* Gain lots of relationship in work
* Know more about what exactly be
* Improving English writing skill
* Knowledge of travel destinations
* Experience in Halong tours
* Experience in training a new staff
* Knowledge more about the specific side of tourism and hotel industry
* Knowledge of almost tourist sites in Vietnam Northern, even the non-touristy & off-beaten destinations
* Ability of communication, team-work, building tour program, using social network for marketing & sales, taking care of tourists

**SKILLS**

1. Teamwork skill and independent problem-solving skill
2. Languages: Vietnamese (*Native speaker*), English (*fluent*)
3. Computer: MS Word, MS Excel, Power Point, Internet, social media
4. Business Communication: both personal and interpersonal, Presentation, Emails, Debate skill
5. Research skill
6. Time management skill and organization skill

##### **PERSONAL HOBBIES**

1. Traveling, exploring new things
2. Making friends and discovering strangers (especially foreign companions)
3. Searching the web
4. Movie & Music
5. Reading

##### **PERSONAL CHARACTERISTICS**

1. Positive, active, energetic, humorous and open
2. Responsible, enthusiastic, careful and calm
3. Polite, patient and caring
4. Quickly adaptable and organizational (time and money management)
5. Credible, fair
6. Self-confident, motivated, ambitious

##### **REFERENCE**

Mr. John

General Manager – 0123456789 – john@abc.com

**I assure that the information provided is true and correct.**