



THI HUE MAN

SALE EXECUTIVE

PERSONAL PROFILE

Seeking for personal growth and opportunities to gain more experience, more over, leadership and interpersonal skills are also my top priority development in a professional environment.

SKILLS & ABILITIES

- Hard-working, flexible, teamwork
- Ability to Work under pressure
- Self-motivated, well-disciplined individual
- Knowledgeable in conversational English, Chinese and Cantonese

CONTACT INFORMATION

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WORK EXPERIENCE

Dong Kinh Hotel

(03/2019 - 03/2020)

Receptionist

- Welcoming and greeting guests in polite, friendly at front office desk
- Responsible for check guests in and out
- Manage the reservation system and perform bookings, cancellations and reservation amendment
- Take care of any guests occupied at the hotel
- Prepare bills, taking payment from guests through cash, credit and debit cards
- Dealing and resolving with customer complaints
- Provide excellent customer service

OTA Sale

- Keep the relationships with major online distribution channels. Look for new strategic partnership opportunities
- Follow client feedback on hotel services, satisfaction, review and improve services for the future
- Collecting data to develop an effective online distribution strategy

Circle Table - Boardgame Café (06/2018 - 05/2019)

Manager

- Recruitment, Interview, Supervision and Staff Training
- Make a list of to-do jobs in shifts, checklist for staffs to follow
- Arrange working time for staffs
- Track revenue, balance revenue and expenditure reasonably
- Maintaining food cost and beverage cost under targets by different ways
- Assisted with menu creation
- Inventory of import goods and do report
- Resolve and respond to all customer complaints
- Conducted training sessions to team members according to monthly plans.
- Coordinating with Marketing department to plan ideas and run Promotions and Events

EDUCATIONAL HISTORY

Saigon Tourism Vocational Collage

Bachelor of Hospitality Management Studies,
2020

CERTIFICATIONS & AWARDS

- TOEIC 685
- Informatics Certificate Level A