



NGUYEN MANH QUAN

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OBJECTIVE

I have a can-do attitude and passion to deliver the best customer service, flexible working time. Try hard to improve my skill day by day.

EDUCATION

Hotel Management

OCT 2010 — OCT 2013

Saigon Tourism Vocational College

- Completed all courses of
 - + Housekeeping
 - + Food and Beverage
 - + Front Office

WORK EXPERIENCE

HUM VIETNAM

JULY 2020 — OCTOBER 2020

SERVICE CENTER (PART TIME)

Take care all Restaurant Fanpage of Hum Vietnam: Hum Vegetarian, Spice Bistro, Chill Corner. Reply message from guest contacting on Facebook, also handle hotline to answer every request and deliver them to related department.

DISCOVA (BUFFALO TOUR)

MAY 2019 — APRIL 2020

TRAVEL CONSULTANT

Achieve monthly & annual sales turnover

- Assist clients in finding travel package deals for their needs, included but not limited to land services, accommodation, transfers, air travel, rail tickets, car rentals, travel insurance.
- Provide competitive but profitable trips assuring that quality of tours is consistently of a high standard.
- Ensure a minimum of 50% of all enquiries are converted into bookings by quick, detailed and accurate response to enquiries.
- Focus on up-selling to increase revenue
- Record all enquiries and bookings

Customer Service

- Secure new client sales and retention through high level of customer service
- Maintain the level of customer service consistent with the positioning of Vietnam In-destination Sales
- Stay educated on domestic tourism information
- Provide alternatives for customer travel
- Inform clearly all customers of terms, conditions and cancellation policy for each booking
- Handle customer complaints with diplomacy and refer to the Manager whenever necessary
- Maintain an excellent personal professional presentation: uniform, air tied, light make

up.

Office administration

- Carry out tasks as delegated by Manager – Housekeeping, cleaning, cash handling, computer systems maintenance, ordering suppliers, paying accounts, monitor functioning of equipment and report issues immediately.

Operations

- Book hotels, visas and flights linked to the current booking and ensure all other services are confirmed.
- Make all reservations using the BRS

Accounting

- Check daily amount of cash and credit card payments and report to Direct Sales Manager and accountant

LE MÉRIDIEN SAIGON

MARCH 2018 — APRIL 2019

GUEST SERVICE CENTER AGENT

- Receive all incoming calls in a standard, courteous and friendly manner, responsible for accurate connection.
- Answer all calls in the manner specified by the standard of Le Meridien Saigon on a consistent basis.
- Answer guest's inquiries over the phone and follow up personally to resolve guest request.
- Rotating job responsibilities in other sections of the Front Office Department.
- Responsible for booking and placing of guest long distance calls correctly
- Responsible for placing of guests' wake-up calls accurately and timely
- Perform personalized wakeup call efficiently and consistently.
- Responsible for monitoring wake-up call log and take appropriate action if a call is not answered.
- Responsible for paging of hotel personnel correctly when required.
- Have thorough knowledge of and assists guests and callers with the hotels Voice Mail system.
- Contribute to overall efficiency by performing other relevant duties as assigned.
- Report fault promptly.
- Have thorough and detailed knowledge of hotel facilities and hours of operation, to ensure correct response to guests' questions.
- Have thorough knowledge of daily events in the hotel.
- Have a thorough knowledge of emergency procedures; i.e. fire, alarm, evacuation, bomb, threat etc...
- Ensure that the working area is kept clean and tidy at all times.
- Cultivate good working relationships with inter-related departments
- Identify VIP, SPG, regular guests and long staying guests and build rapport to offer personalized service and assistance
- Handle "Guest Service Center" promptly and follow up that all requests have been responded to the guest's full satisfaction
- Undertake assignments as delegated by supervisors
- Seek opportunities to continually improve guest service
- Take appropriate action to resolve guest complaints
- Promote the hotel and Le Meridien Saigon products and services
- Maintain a high level of product and service knowledge in order to explain and sell services and facilities to guests
- Adhere to the hotel's security and emergency policies and procedures
- Ensure a high level of cleanliness is maintained in your work area
- Abide by the STAR services standard.
- Abide by the Hotel's Policies and Procedures, Starwood and Le Meridien Saigon Code of Business Conduct and the hotel's Associate Handbook.

- To summarize, it is not the intent by way of this Position Description to limit the scope or responsibilities of this role, but to highlight the most important aspects.

TIMES SQUARE - THE REVERIE SAIGON

JUNE 2014 — JANUARY 2018

CONCIERGE

Respond to guest requests for special arrangements or services (transportation, reservations, dry cleaning...) by making arrangements or identifying appropriate providers. Respond to special requests from guests with unique needs and follow up to ensure satisfaction. Gather, summarize, and provide information to guests about the property and the surrounding area amenities, including special events and activities. Answer, record, and process all guest calls, messages, requests, questions, or concerns. Contact appropriate individual or department (e.g., Bellperson, Housekeeping) as necessary to resolve guest call, request, or problem. Review shift logs/daily memo books and document pertinent information in logbooks. Monitor club lounge for seating availability, service, safety, and well-being of guests.

Report accidents, injuries, and unsafe work conditions to manager; and complete safety training and certifications. Follow all company policies and procedures, ensure uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets. Welcome and acknowledge all guests according to company standards, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation. Speak with others using clear and professional language, prepare and review written documents accurately and completely, and answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of other employees. Comply with quality assurance expectations and standards. Stand, sit, or walk for an extended period of time or for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

QUALIFICATIONS

- Certificate of Completion for successfully completing all required coursework and training for Service Excellence .
- TOIEC 520

ACHIEVEMENT

2014 - Staff Of The Year of Front Office department .

SKILL

Training the trainee.
Teamwork.
Time management.

STRENGTHS

Able to work under high pressure.
Fast learning and working.
Good attitude at work .
Sociable and friendly .