



## DUONG THI NGOC THO

Assistant Housekeeping  
Manager

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## SKILLS

English, Japanese



Work, Excel, Power point



## INTERESTS

- Travelling
- Reading
- Music & Movie

## OBJECTIVE

Looking forward to working in a professional, stable and developing environment. From there, steps to help me develop myself and establish a long-term connection with the company.

## EDUCATION

Sep 2011 - Apr 2015

**SAI GON COLLEGE OF ART CULTURE AND TOURISM** | Hotel Management

## CERTIFICATE

May 23rd - 24th, 2023 by IBH ACADEMY

**HOSPITALITY SERVICE EXCELLENCE AND TEAMWORK SPIRIT**

Dec 2020 - Mar 2021 by PACE INSTITUTE OF MANAGEMENT

**-ACTION PLAN AND PERFORMANCE REPORT**

**-TEAMWORK SPIRIT DEVELOPMENT**

**-THINKING METHODS AND PROBLEMS SOLVING SKILLS**

**-EFFECTIVE TRAINING AND COACHING SKILLS**

**-NEGOTIATIONS SKILLS**

## WORK EXPERIENCE

Apr 2023 - June 2023

**AN LAM RETREATS SAIGON RIVER** | Assistant Housekeeping Manager

During the period of April 2023 to June 2023, I worked as an Assistant Housekeeping Manager at AN LAM RETREATS SAIGON RIVER. My responsibilities included:

- Assisting the Housekeeping Manager (HKM) in maintaining hygiene standards and quality across all areas of responsibility. In the absence of the HKM, I would step in and fulfill their duties.
- Coordinating the implementation of training programs, as requested by the HKM, and overseeing the control and supervision of employees within the department.
- Ensuring that all employees were well-versed in safety and security regulations pertaining to the department.
- Organizing periodic inventories of assets and amenities, and making recommendations for additional purchases of necessary tools and supplies for the department.
- Maintaining control over room staff's keys and store keys, while also ensuring that the warehouses remained clean and orderly.
- Conducting meetings with supervisors and employees to organize daily shift briefings, where work assignments and arrangements were made.
- Regularly inspecting the warehouse, machinery, and equipment, and reminding staff members to perform timely maintenance and repairs when needed.
- Continuously conducting periodic inventories of assets and daily consumable items, and proposing additional purchases of tools and supplies required for the department.
- Evaluating the performance and quality of work carried out by Team Leaders, Supervisors, and employees, and documenting any observations or recommendations for rewards or disciplinary actions, if necessary.

Nov 2021 - Mar 2023

**AN LAM RETREATS SAIGON RIVER** | Supervisor

During my tenure as a Supervisor at AN LAM RETREATS SAIGON RIVER from November 2021 to March 2023, my responsibilities included:

- Assigning rooms and creating schedules for employees, considering their assigned areas and noting any special requests.
- Monitoring the work of room staff, promptly addressing any mistakes, and evaluating their performance during shifts.
- Planning cleaning duties for each area based on the room capacity and ensuring adherence to hotel standards.
- Checking the quality of guest rooms, with particular emphasis on VIP rooms, long-term stay rooms, and corporate rooms.
- Verifying the cleanliness of corridors, elevators, and stairs, ensuring they are free of obstacles and well-maintained.
- Monitoring minibar bills and reminding staff to refill complimentary drinking water or minibar items.
- Conducting regular checks of room equipment and promptly reporting any damages to the relevant department.
- Managing special requests such as extra beds, baby cots, honeymoon arrangements, anniversaries, etc., and assigning staff accordingly.
- Overseeing the management of master keys and walkie-talkies within the department.
- Assisting Room attendants with cleaning tasks when necessary.
- Providing daily and monthly reports to the Housekeeping Manager (HKM).
- Reviewing orders related to chemicals and other items required by the housekeeping department before submitting them for approval and signature.

Sep 2019 - Nov 2021

**MINERA HOT SPRING BINH CHAU** | Supervisor

From September 2019 to November 2021, I worked as a Supervisor at MINERA HOT SPRING BINH CHAU. My responsibilities included:

- Dividing shifts and assigning tasks to employees in the department, ensuring proper coverage and distribution of workload.
- Monitoring the working process of employees to ensure that service quality standards were met. Coordinating staff and adjusting their workload to provide the best service to customers.
- Resolving issues that arose during the shift, such as guest complaints or conflicts between employees.
- Addressing errors and irregularities within the scope of a supervisor's authority.
- Planning and coordinating with related departments to carry out equipment and machinery maintenance for the department's operations.
- Planning and procuring tools and equipment needed for the department.
- Training new employees and planning cross-training initiatives to develop their skills.
- Keeping statistics and recording data during the shift, and transferring this information to the next shift. Conducting departmental shift meetings in the absence of the manager and reporting on work as required.
- Performing any other duties assigned by superiors.

Jan 2019 - Aug 2019

**AMENA RESIDENCE AND SUITES** | Team Leader

I have work experience as a **Team Leader** at **AMENA Residence and Suites** from January 2019 to August 2019. During my time there, I had various responsibilities including

Including:

- Assigning work for room attendants: I was responsible for delegating tasks to the room attendants, ensuring that each team member had clear instructions on their responsibilities.
- Checking the room before guest check-in: As part of my role, I make sure that the rooms were properly prepared and inspected before guests arrived. This ensured a high level of cleanliness and guest satisfaction.
- Setting up plans for deep cleaning and maintaining marble floors: I played a crucial role in planning and organizing deep cleaning activities for rooms and corridors, specifically focusing on maintaining the marble floors' appearance.
- Following up on room status: It was my responsibility to stay updated on the status of each room, ensuring that they were ready for guest occupancy and coordinating with relevant staff members if any issues arose.
- Managing linen and guest laundry: I oversaw the coordination and control of linen and guest laundry services, working closely with an outsourced laundry company to ensure timely delivery and inventory management.
- Overseeing pest control: I were involved in the oversight of pest control measures, ensuring that the necessary steps were taken to maintain a pest-free environment for guests.

Reporting to the Housekeeping Manager (HKM): Lastly, I provided daily reports to the Housekeeping Manager regarding the day's activities, progress, and any notable occurrences.

Nov 2017 - Jan 2019

**AMENA RESIDENCE AND SUITES** | Room Attendant

From November 2017 to January 2019, I worked as a **Room Attendant** at **AMENA RESIDENCE AND SUITES**. My responsibilities included:

- Cleaning guest rooms to ensure they were tidy and sanitized.
- Conducting deep cleaning tasks recurrently, particularly for VIP rooms.
- Preparing all necessary tools, refilling chemicals, linens, and towels, and ensuring the cleanliness of trolleys and pantry areas before and after each shift.
- Regularly checking and replenishing minibar items according to set schedules.

Jan 2015 - Jul 2017

**THUY SAKURA HOTEL** | Room Attendant

From January 2015 to July 2017, I worked as a **Room Attendant** at **THUY SAKURA HOTEL**. My duties included:

- Cleaning guest rooms to maintain cleanliness and comfort for guests.
- Cleaning public areas such as corridors to ensure a neat and presentable environment.
- Reporting any technical issues or maintenance needs encountered during room cleaning.
- Returning and restocking cleaning trolleys at the end of each shift.
- As a Room Attendant in both establishments, my focus was on providing clean and comfortable rooms for guests, paying attention to detail and promptly reporting any issues or concerns.