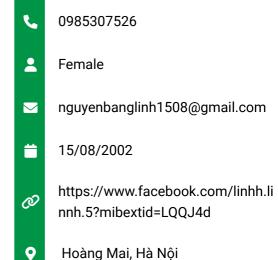


NGUYỄN THỊ BẰNG LINH RECEPTIONIST



# **CAREER OBJECTIVE**

- Seeking a challenging position in a reputed organization where I can learn new skills and expand my knowledge.
- To get an opportunity where I can contribute my ideas and be mentored towards a successful career.

## **EXPERIENCE**

#### **Guest Relation Officer**

20/2/2023 - Present

### **Grand Mercure Ha Noi**

- Deliver the brand promise and provide exceptional guest service all time.
- · Assist guests with check in and checkout.
- Ensure that members consistently receive all their benefits, and repeat guests and other VIP's receive special recognition and service. Prepare welcome cards and amenities to room prior to guest arrival.
- Work closely with other relevant departments to ensure that guests requests and are met.
- · Handle guests' complaints and report to manager .
- · Answering guests' mails, messages, and phone calls.
- · Training freshmen.
- · Prepare basic drinks for guest.
- · Serving food and beverage.

#### **Front Desk Intern**

12/2022 - 2/2023

#### Melia Ha Noi

- Have a complete knowledge of hotel policy and procedures.
- · Learning about the group training programs.
- Ensure all customer complaints are reported to Duty Manager in a timely and professional manner.

# **EDUCATION**

## **Hotel Management**

20/08/2020 - 16/07/2023

## Ha Noi College of Commerce and Tourism

Graduated with a distinction bachelor's degree.

# **CERTIFICATION**

**TOEIC** 03/08/2024

HSK 2 21/09/2024

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