



NGUYỄN THỊ BẰNG LINH

RECEPTIONIST

- 0985307526
- Female
- nguyenbanglinh1508@gmail.com
- 15/08/2002
- <https://www.facebook.com/linhh.linh.5?mibextid=LQQJ4d>
- Hoàng Mai, Hà Nội

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

20/08/2022 - 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