



ABOUT ME

To provide the greatest possible service experience to my customers, I prioritize accuracy, speed, and efficiency. Furthermore, each employee is an essential component of my management; therefore, training, time management, and work division are critical for me and my team to thrive.

 Male

 0337962536

 June 20th, 1999

 Hvu.hospitality@gmail.com

 318/3 Thong Nhat St - Ward 16
- Go Vap District - Ho Chi Minh city.

WORK EXPERIENCE

- Wyndham Grand Phu Quoc Resort

Nov 2024 - Mar 2025

Guest Service Supervisor

 - To deal with guest complaints such as customers who are food-poisoned while dining at on-site restaurants; staff's behavior; substandard services.
 - To deal with any emergencies such as assisting customers who have seizures, strokes, or injuries; assisting children who are separated from their parents; handling situations when customers have arguments that lead to physical impact.
 - Coordinate with the security department to check CCTV for incidents related to guests' property and safety as well as ensure the hotel's operations are secure.
 - To monitor procedures and equipment on an on-going basis to ensure that they have regard to both the employees and guests' health and safety.
 - Ensure that the department's KPIs are implemented correctly and achieved according to the set targets such as asking for tripadvisor and google reviews from customers to improve service quality.
 - To train, coach, counsel, and discipline employees when required.
 - Monthly employee evaluation.
 - **OPERA PMS** system.
- Liberty Central Saigon Centre Hotel

May 2022 - Jun 2024

Front Office Captain

HONORS & AWARDS

- 2017

Nguyen Tat Thanh scholarship
- 2023

The best employee of the month
- 2024

The best employee of the month

CERTIFICATIONS

- 2017

- Microsoft Office Specialist Word - IIG Vietnam.
 - Restaurant Operations - VTOS.
- 2018

- Microsoft Office Specialist Excel - IIG Vietnam.
 - Housekeeping Operations - VTOS.

- Supervise and support receptionist.
- Consolidate and complete revenue reports.
- Complete expense reports such as commissions.
- Control the insurance of keys and propose stationery supply.
- Manage employee leave to schedule shifts.
- Plan staff training during peak and low seasons.
- **SMILE PMS** system.

► **The Bloom Service & Apartment** **Jun 2020 - Jan 2022**

Executive Sale E-Commerce

- Perform room inventory and sales channel manager.
- Perform pricing and develop promotional campaign to generate sales.
- Track and analysis the market information & competitor dynamics to provide the necessary tactics.
- Prepare sales report & analysis (result-oriented) by week, month and quarter.
- **Ezcloud** PMS & CMS system.

► **L'Odeon hotel** **Apr 2019 - Jun 2020**

Guest Service Agent

- Responsible for completing the correct procedures for check-in, check-out, and temporary registration for guests. Receiving and processing customer requests and assignments from superiors. Managing the number of rooms sold on OTA's extranet and arranging rooms.
- **Newway PMS** system.

EDUCATION

► **Ton Duc Thang University (TDTU)** **Oct 2017 - May 2024**

Bachelor of Business Administration—Hospitality Industry

► **2019**

- Microsoft Office Specialist Powerpoint - IIG Vietnam.
- Reception Operations - PATA

► **2024**

- Master of Ceremonies Certificate.
- Exceptional Customer Service.
- Successful Negotiation for Sales

REFERENCE

LIBERTY CENTRAL SAIGON CENTRE HOTEL

Mr. Lư Cẩm Văn - Executive Assistant Manager

Tel: 0903.335.010