



ĐẶNG ANH KIẾT

Receptionist

 0919444410
 danganhkiet1307@gmail.com
 52-J2, DD5-1 Street, Tan Hung Thuan Ward, District 12, Ho Chi Minh City,
 July/13/1999
 Male

Career Objective

To build a long-term career in the hospitality industry at an international-standard hotel, leveraging my experience and guest relations skills to deliver memorable experiences and contribute to the hotel's reputation for excellence.

Skills

Communication Skills

Teamwork & Collaboration

Problem-Solving Skills

Valet Parking Assistance

English Communication

Basic Chinese Communication



Education

Hotel and Restaurant Management July 2017 - August 2020

College of Foreign Economic Relations (COFER)

GPA: 7/10



Work Experience

Receptionist

March 2022 - August 2025

Northern Charm Hotel (4-star)

Main Responsibilities:

- *Handled check-in/check-out procedures and managed guest reservations.*
- *Processed room payments and service transactions accurately.*
- *Assisted guests with inquiries, providing recommendations on dining and entertainment*
- *Resolved complaints effectively, ensuring guest satisfaction.*
- *Enhanced English communication and problem-solving skills through daily interaction with international guests.*

Porter

March 2021 - March 2022

Northern Charm Hotel (4-star)

Main Responsibilities:

- *Assisted guests with luggage upon arrival and departure.*
- *Escorted guests to rooms and explained hotel facilities and services.*
- *Assisted guests in calling taxis and provided recommendations for dining and entertainment venu*
- *Delivered parcels, messages, and amenities to guest rooms promptly*
- *Provided courteous support to special requests, ensuring guest satisfaction.*

Banquet Service Associate

May 2019 - July 2020

Windsor Plaza Hotel (5-star)

Main Responsibilities:

- *Prepared tables, utensils, and banquet areas prior to events.*
- *Served food and beverages to guests during wedding receptions.*
- *Ensured smooth service flow according to the event schedule.*

Hobbies

- Reading
- Football
- Badminton
- Traveling

- *Coordinated with colleagues and other departments to provide*
- *excellent guest support.*
- *Handled unexpected situations promptly, ensuring guest satisfaction.*



Additional Information

- *Experienced in serving both local and international guests.*
- *Adaptable to high-pressure and fast-paced hospitality environments.*
- *Strong cultural awareness and understanding of guest needs.*
- *Valid Car Driving License, with experience in valet parking and guest transportation support.*