



Phan Thanh Hoàng

FRONT OFFICE SUPERVISOR

I have 8 years of experience working as a receptionist in restaurants and hotels. I am eager to continuously learn and develop myself in order to advance to higher positions in the hospitality industry.

0935552725

phanhoangpy2018@gmail.com

Tuy Hoa Ward, Dak Lak
Province, Vietnam

10/11/1991

Work Experience

Sala QuyNhon Beach Hotel

2/2025 - 3/2026

Front Office Supervisor

- Assist the Front Office Manager (FOM) in training new staff and retraining existing staff
- Manage tools and equipment, prepare daily reports, and conduct area inspections
- Monitor staff performance and control operational errors
- Arrange staff shifts and support the FOM in daily operations
- Act as Manager on Duty (MOD) when required

Sala TuyHoa Beach Hotel + Sala Grand Hotel

2018 - 2025

Leader Receptionist (2018 - 2022) | Front Office Supervisor (2022 - Jan 2025)

- Advise guests on hotel promotions and assist with reservations via apps or website
- Handle check-in and check-out procedures for walk-in and OTA guests
- Receive reservation information and update guest data in the system
- Coordinate with departments regarding guest stay schedules
- Recommend attractions, restaurants, and local experiences
- Assist guests with transportation bookings such as airport transfers
- Respond to guest requests during their stay
- Handle complaints and collect guest feedback
- Support the FOM in staff training, reporting, and supervision

Education

Duy Tan University

2010 - 2015

Faculty of Social Sciences & Humanities

Major: International Relations

Activities

Company activities

2025 - 2026

HODs

Skills

- ✦ Communication skills
- ✦ Teamwork skills
- ✦ Problem-solving skills
- ✦ Time management skills
- ✦ Computer skills
- ✦ Foreign language skills

Certificates

- Computer Certificate
- English Certificate

Awards & Recognition

2025

Outstanding Supervisor of the Year 2025

Hobbies

