



NINH PHAM ANH NGOC

Receptionist

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📅 03/11/2004

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📍 111 Trieu Khuc, Tan Trieu, Hanoi

About Me

Tourism and Hospitality Management student with hands-on experience in 5-star hotel environments and international hospitality settings. Strong foundation in customer service and banquet operations, with experience in both Vietnam and a multicultural European workplace.

Short-term goal: To gain further practical experience in Front Office operations and fulfill graduation requirements.

Long-term goal: To build a professional career in Front Office, progressing towards supervisory and managerial roles with a strong guest-oriented service approach.

Education

Hanoi university

Tourism and Hospitality Management

2022 - present

Skills

Professional Skills

- English communication (good speaking and pronunciation, basic reading comprehension)
- Customer service & problem-solving
- Teamwork in high-pressure environments
- Cross-cultural adaptability

Technical Skills

- Microsoft Word, Excel
- Canva (basic design)

Experience

○ Bar Receptionist – Exchange Intern

Chia Laguna Resort

Domus Demaria, Sardinia, Italy

May 2025 – Oct 2025

- Delivered high-quality guest service in a premium bar setting
- Served gelato and coffee following resort standards
- Assisted a high volume of international guests per shift, handling requests and inquiries efficiently
- Coordinated with bartenders and service staff to maintain smooth operations during peak hours
- Adapted quickly to a fast-paced, multicultural working environment

○ Casual Banquet Staff

2023- 2024

InterContinental Hanoi Landmark72

Pham Hung Street, Nam Tu Liem District, Hanoi, Vietnam

JW Marriott Hotel Hanoi

Do Duc Duc Street, Nam Tu Liem District, Hanoi.

- Set up banquet venues following 5-star standards (conferences, galas, weddings)
- Served large-scale events (hundreds of guests) while maintaining service quality
- Worked efficiently in teams under high-pressure conditions
- Assisted in handling guest requests during events