

LE NGUYEN ANH NGOC

RECEPTIONIST

OBJECTIVE

To work in professional hotel environment and looking forward to devote all my passion and enthusiasm to my work with the ultimate goal of satisfying all my customers in the best way possible continually improve myself and communication my skills.

EDUCATION

Bachelor of culture and tourism from
SAIGON University 09/2012- 09/2016

Major: Vietnamese Studies (Tourism)

WORK EXPERIENCE

Bauhinia Resort 09/2016- Present

- Greet and welcome guests as soon as they arrive at the office.
- Check-in and Check -out procedure for guests.
- Answered telephonic and in-person queries related to hotel services and resolved any issues.
- Prepared and completed room and restaurant bills.
- Arrange travel and accommodations, and prepare vouchers.
- Keep updated records of office expenses and costs.
- Payment procedures for guests.

CETIFICATIO

- English certificate B
- Computer certificate A

SKILLS

- Good communication skills in both Vietnamese and English.
- Good interpersonal and communication skills.
- Word, Excel and power Point skills.
- Ability to work in team, sociable and open –minded.
- Easy to adapt to new environment.



- Date of birth : 25/12/1994
- Gender : Female
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Giang

HOBBIES

- Travelling
- Reading books