



LÊ THỊ QUẾ

RECEPTIONIST

Date of birth: 10/08/1996

Gender: Female

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JOB OBJECTIVE

To find a position as a receptionist position

EDUCATIONAL BACKGROUND

Aug 2014 - Oct 2016

SAIGON TOURIST HOSPITALITY COLLEGE

Major: Hotel Management

Degree classification: Very good

WORK EXPERIENCE

Jan 2017 - Jan 2018

BLUE DIAMOND SIGNATURE HOTEL

Receptionist

Main duties:

- Making guests feel welcome
- Dealing with bookings face to face (sometimes)
- Completing procedures when the guest arrive and leave
- Dealing with special requests from guest
- Dealing with complains or problems
- Preparing bills and taking payments
- Giving guests directions inside and outside the hotel
- Following up incidental charges of guest in house
- Handing out keys

Nov 2016 - Jan 2017

DYNASTY SAIGON HOTEL

Receptionist

Dynasty Saigon Hotel is the first two-star hotel that I started being a receptionist. I got many experiences from this hotel like: how to communicate with guests, how to keep calm and get on well with co-worker. It's like a foundation of my career.

June 2016 - Aug 2016

CONTINENTAL SAIGON HOTEL

Internship

SKILLS

- Computer :Word, Excel
- Language: English (TOEIC Score: 550)