



DO TAI PHUOC

CONTACT

12/02/1993

Male

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OBJECTIVE

I am a person who possesses a strong sense of responsibility, carefulness, hardworking in everything I do. I am also very willing to learn new things and work in cooperation with many people in my team to improve my relationships and communication skills and to fulfill the job requirement. With 2 years experience in aviation industry and graduating from Edinburgh Napier University, I believe I can be an asset to any corporation and I am willing to give my all to achieve the highest standard required the essential skills and knowledge quickly with my adaptive and engaging personality, passion for hospitality and endeavor to personal learning and development.

SKILLS & LANGUAGE

WORD

POWERPOINT

ENGLISH

HOBBIES

Tennis

Travel

EDUCATION

2012 - 2014

Cetana PSB Intellis International College Ho Chi Minh City, Vietnam

Diploma in Hospitality and Tourism Management

2018 - 2019

Edinburgh Napier University, Singapore

Bachelor of Arts Hospitality and Tourism Management

WORKING EXPERINCE

2013 - 2014

NEW WORLD HOTEL

WAITER

- Ensure all the guests are served to the standard set in Restaurant/ Lounge

- Appear professional, knowledgeable and interested and shows highest standards of hospitality all the time

2015 - 2016

SAIGON NOVOTEL HOTEL

CONCIERGE STAFF

- Act as the point of reference for guests who need assistance or information and attend to their wishes and requirements

- Understand customer's needs and provide them with personalized solutions by suggesting activities and facilities provided by the hotel

- Acquire extensive knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations

- Arrange events, excursions, transportation etc. upon request from hotel residents

2016 - 2018

CATHAY PACIFIC AIRWAYS IN TAN SAN NHAT AIRPORT

CHECK-IN AGENT (VIAGS)

- Perform and maintain that a high level of customer service is provided to all passengers and airlines

- Ensure compliance with all regulations for check-in and boarding procedures

- Ensure all excess baggage and applicable fees are collected without exception; complying with Airlines Policies and Procedures

- Acquire knowledge and understanding of all appropriate safety responsibilities