



LE THI KIM NGAN

Housekeeping Internship

I am a student majoring in Hotel Management at Dong A University, with practical experience gained through my internship and work in the Housekeeping Department. In the short term, I aim to further strengthen my knowledge of standard operating procedures (SOP), hygiene standards, and service quality, while continuously improving my attention to detail and professional skills. In the long term, with a progressive mindset and strong passion for the hospitality industry, I aspire to build a successful career in hotel management, contributing to enhancing customer experiences and upholding the service standards of your esteemed hotel.

EDUCATION

Dong A University

Hotel Management (2023 - 2027)

PERSONAL INFORMATION

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📍 29 Nam Son 1, Da Nang City

WORK EXPERIENCE

Novotel Danang Premier Han River

Housekeeping Intern & Casual Staff (2025 - đến nay)

- Carry out room cleaning in accordance with SOP standards, ensuring hygiene quality and room readiness for service.
- Conduct inspections, perform maintenance, and coordinate with other departments to ensure efficient room operations.
- Assist in handling guest requests, contributing to enhanced guest experience and satisfaction.
- Comply with safety, hygiene, and service quality standards; maintain attention to detail in all tasks.

Fatraly Ao Dai Shop Da Nang

Sales & Customer Service Executive (2023 - 2025)

- Provide product consultation based on customer needs, ensuring a personalized shopping experience
- Conduct measurements and record accurate sizing to guarantee the quality of tailored products
- Support the sales process and deliver consistent customer care throughout
- Coordinate with the production department to ensure product quality and on-time delivery

For You Palace Wedding & Convention Center

Restaurant Service Staff (2022 - 2023)

SKILLS

Communication: Clear verbal and written communication.

Teamwork: Collaborative and supportive team player.

Time Management: Task prioritization and deadline-oriented.

Problem-Solving: Analytical thinking and solution-focused.

HOBBIES

Music: Exploring genres and mental relaxation.

Movies: Enhancing creativity and cultural awareness.

Traveling: Adaptability and exploring new cultures.

LANGUAGE

English: Read and understand specialized literature. Basic

- Set up banquet tables and prepare utensils prior to guest arrival
- Welcome guests and serve dishes in proper sequence
- Assist guests throughout the event and handle additional requests
- Coordinate with other departments to ensure smooth service flow
- Clear tables and maintain cleanliness after the event

communication.

Vietnamese : Native

REFERENCE PERSON

Ms. Le Thi Mai / *Supervisor - Dong
A University*

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