



Nguyen Thi Huyen My

Hotel Receptionist

Dob: 2005, December 02

Gender: Female

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OBJECTIVE

I have 1 year of experience working as a receptionist in restaurants and hotels, where I have served over 1,000 walk-in and OTA guests, contributing to improved service quality and increased hotel revenue. Throughout my work experience, I have developed strong skills in guest reception, handling requests and unexpected situations, coordinating with other departments, and maintaining a professional front office image.

I aim to become a professional receptionist who consistently delivers attentive service and creates memorable guest experiences. In the next 7 months, I plan to further enhance my communication, problem-solving, and front office operational skills, while improving my work performance to achieve a promotion to Front Office Shift Leader. In the long term, within the next 3 years, I aspire to advance to the position of Front Office Supervisor, contributing to operational efficiency and service excellence within the hotel.

EDUCATION

2023 - 2027 **DONG A University**
Hotel Management
Good Student

WORK EXPERIENCE

Apr-2025 - Jul-2025 **Gem Hotel**
Hotel Receptionist

- Consult and introduce hotel promotions, assist customers in booking rooms via app or website
- Handle check-in and check-out procedures quickly and efficiently for walk-in and OTA guests
- Receive calls, update customer information into the system
- Coordinate with related departments to ensure smooth guest service
- Introduce local dining, entertainment, and tourist attractions; assist with transportation booking
- Resolve guest requests during their stay
- Handle complaints and collect guest feedback after their stay

Nov-2025 - Mar-2026 **Nhan Vy Travel Agent**
Sales Staff

- Advise and introduce tour tickets (Ba Na Hills, VinWonders, etc.) suitable for customer needs
- Provide quotations, process payments, and issue tickets
- Take care of customers before and after using services

Jun-2026 - Dec-2026 **Vietsheen Travel**
Sales Staff & Content Support

- Advise and introduce tour packages suitable for customers
- Post content to attract customers
- Provide quotations, process payments, and issue tickets

ACTIVITIES

Aug-2024 - Sep-2025	Dong A University Volunteer Supported school events
Apr-2025 - Jul-2025	Gem Riverside Hotel Receptionist Intern Successfully completed receptionist internship
Oct-2026 - Oct-2026	Hoi An Dong Ward Running Event Participant Participated in a local running event organized by the ward

REFERENCES

Dong A University
Mr. Le Hoang Linh – HR Manager – Qualia Hotel

SKILLS

Communication skill	Polite, friendly communication with customers; good listening and quick information processing
Teamwork skill	Work well with departments such as housekeeping and restaurant to ensure efficient service
Problem-Solving Skill	Handle unexpected situations flexibly, stay calm, and prioritize customer satisfaction
Time Management Skill	Arrange work efficiently during shifts, ensure fast and accurate check-in/check-out
IT Proficiency	Proficient in basic Word, Excel, and hotel management software
Language Skills	Basic English communication in hotel environment (greeting, check-in, guest support)

INTERESTS

Traveling and exploring new places