



Giang Phạm Thị

Receptionist

PERSONAL INFORMATION

M 0973628600

06/06/2005

@ giangphamthi01@gmail.com

Phường Khuê Mỹ, Quận Ngũ Hành Sơn,
Thành phố Đà Nẵng.

EDUCATION

Đông Á university 2023 - 2027

Faculty of Tourism

Major in Tourism and Travel Service Management

SKILLS

COMMUNICATION SKILLS

Clear and confident communication (Vietnamese & basic English), positive and polite attitude

Good listening skills, able to understand needs and respond appropriately

Strong teamwork, with persuasion and customer problem-handling skills

TEAMWORK SKILLS

Work well with team members to achieve common goals

Proactively communicate and share ideas

Responsible and flexible in handling team-related tasks and issues

PROBLEM-SOLVING SKILLS

Quickly analyze problems and identify root causes

Propose suitable and practical solutions

Handle situations effectively especially with customers

TIME MANAGEMENT SKILLS

Plan and prioritize tasks effectively

CAREER GOALS

In the initial stage of my career, I aim to work as a Receptionist in a professional hotel environment where I can apply my communication and customer service skills. I look forward to gaining practical experience in front desk operations, improving my ability to handle guest requests efficiently, and creating a welcoming and positive first impression for every guest.

In the long term, I aspire to develop into a professional and highly capable receptionist with strong expertise in guest relations and hotel operations. I am committed to continuously enhancing my communication, problem-solving, and service skills, confidently interacting with international guests, and contributing to improving service quality as well as the overall reputation of the hotel.

WORK EXPERIENCE

Ngân Hà Hotel - Hà Tĩnh

2024 - 2025

RECEPTIONIST

- Welcomed guests and handled check-in/check-out
- Answered calls, emails, and guest inquiries
- Assisted with room and tour bookings
- Coordinated with departments to ensure smooth service
- Handled guest requests and complaints professionally

WORK EXPERIENCE

Avatar Hotel

2025 - 2026

F&B Service Staff – Restaurant

- Welcomed and served international guests in English
- Took orders and explained menu items clearly
- Provided food and beverage service efficiently
- Handled guest requests and complaints professionally
- Ensured high service standards and guest satisfaction

ACTIVITIES

2023-2026

- Participated in customer service and communication workshops
- Volunteered at events, supporting guest reception and guidance
- Worked part-time in F&B, serving international guests

ADDITIONAL INFORMATION

Willing to work shifts, including weekends and holidays

Eager to learn and grow in the hospitality industry

Friendly, well-groomed, and professional appearance

Meet deadlines and manage time efficiently
Stay organized and handle multiple tasks

COMPUTER SKILLS AND AI TOOLS PROFICIENCY

Proficient in Microsoft Office (Word, Excel, PowerPoint)

Skilled in using AI tools (ChatGPT, Canva AI) for study and work

Strong skills in online research, information processing, and remote work

INTEREST

Running, mountain climbing, exploring,...