

# VIVIAN CHEUNG

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Ma On Shan | 6123 2008 | vivian.cheung@gmail.com

## SUMMARY

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Client-driven, articulate and detail-minded professional in hospitality with 3+ years of experience. Expert in responding actively to guest needs and delivering matchless guest service. Able to take up multiple responsibilities as a communicator with excellent organisational and time management skills.

## EXPERIENCE

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### **Assistant Clubhouse Officer, The Wow Club**

Jun 2011 - Present

- Organised and implemented 50+ innovative sports and recreation activities annually for 1,800 residents to enhance community development
- Handled daily enquiries and initial complaints from members over the phone and through face-to-face interactions in a professional manner
- Created and edited marketing communication materials targeted at club members, including leaflets, posters, brochures and newsletters
- Assisted in consolidating and planning marketing promotion calendar for upcoming club activities and events to drive members' engagement

## ACHIEVEMENTS

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- Boosted club membership by 15% through the execution of a loyalty rewards program with partners and external vendors
- Led the introduction of a major culture change in customer service, improving customer satisfaction rating from 7 to 8.5 out of 10

## EDUCATION

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### **City University of Hong Kong, 2008-2011**

Bachelor of Business Administration (Honours) in Human Resources Management

## SKILLS

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Microsoft Office (Word, PowerPoint, Excel & Access)

## LANGUAGES

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Cantonese (Native)    English (Proficient)    Mandarin (Fluent)    French (Basic)

## AVAILABILITY

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One month's notice