

▶ **CELINE CHAN**

celine.chan@gmail.com

6123 2009

**SUMMARY**

Customer-oriented, courteous Front Desk Officer with 2+ years of experience and professionalism in upscale hotels, eagerly delivering superior service and establishing relationships with clients to ensure customer loyalty and satisfaction.

**EXPERIENCE**

**Front Desk Officer, JL Regal Hotel**

Jun 2012 - Present

- ▶ Managed guest arrival and departure, ensuring the highest standard of hospitality services are provided and exceeding guest expectations
- ▶ Handled daily phone enquiries and complaints promptly and knowledgeably via PBX system, ensuring complete and accurate information
- ▶ Served 100+ guests daily by providing tailored recommendations for dining and entertainment both inside and outside the hotel
- ▶ Maximised guest experience and exceeded expectations by liaising closely with 5+ other departments, particularly Housekeeping and Concierge
- ▶ Assisted in managing arrivals, noting special requests and blocking premier rooms as necessary for VIP guests and group bookings

**QUALIFICATIONS**

**CUHK School of Continuing and Professional Studies, 2010-2012**

Higher Diploma in Tourism and Hospitality Management

**COMPUTER SKILLS**

Microsoft Office (Word, PowerPoint, Excel & Access)

**LANGUAGES**

Cantonese (Native)    English (Fluent)    Mandarin (Intermediate)    Japanese (Basic)

**AVAILABILITY**

One month's notice