

MANDY WONG

SUMMARY Upbeat, courteous and respectful guest service representative offering 3 years of relevant experience with a top class five-star hotel. Expert in responding actively to guest needs and delivering matchless guest service in areas of dining, accommodation and room service.

EXPERIENCE **Guest Service Officer, JY Oriental Hotel**
May 2011 - Present

- Assisted 200+ guests daily in check-in and check-out procedures, including rates and statement adjustments, room transfers, and hotel amenities
- Accommodated all guest requests in an accurate and efficient manner, such as travel directions, dining reservations, event ticketing, etc
- Identified and upgraded high profile guests; promoted hotel services, amenities and local tours to achieve higher group revenue
- Maximised guest experience and expectations by liaising closely with 5+ other departments, particularly Housekeeping and Concierge
- Supervised 15 front office staff and offered comprehensive monthly training to equip them with top class customer service skills and knowledge

ACHIEVEMENTS

- Improved guest positive feedback by 20% through demonstration of exceptional work etiquette and hospitality skills
- Implemented proactive approach in customer complaint resolution, enhancing the workflow efficiency by 15%

EDUCATION **Hong Kong Polytechnic University, 2008-2011**
Bachelor of Science (BSc) (Honours) in Hotel Management

SKILLS Microsoft Office (Word, PowerPoint, Excel & Access)

LANGUAGES Cantonese (Native) | English (Fluent) | Mandarin (Fluent) | French (Basic)

AVAILABILITY One month's notice