

LUCINDA CHUNG

Kwun Tong | 6123 2018 | lucinda.chung@gmail.com

EDUCATION

Hong Kong Polytechnic University, 2011-2014

Bachelor of Science (Honours) in Hotel Management, Second Class Honours Division I

EXPERIENCE

Summer Intern, Royal Seasons Hotel

May-Aug 2014

- Assisted in organising 5+ catering, food & beverage events for the hotel to assure quality, timeliness, and the highest level of presentation
- Accommodated all guest requests in an accurate and efficient manner, such as travel directions, dining reservations, event ticketing, etc
- Maximised guest experience and exceeded expectations by liaising closely with 3+ other departments, particularly Housekeeping and Concierge

Spring Intern, Hong Kong Island Resort

Jan-Apr 2013

- Assisted in creating marketing communication materials targeted at club members, including leaflets, posters, brochures and newsletters
- Handled daily phone enquiries and complaints promptly and knowledgeably via PBX system, ensuring complete and accurate information

ACHIEVEMENTS

Grade 3 - Test of Proficiency In Korean, 2013

National Institute for International Education

N2 Level Japanese-Language Proficiency Certificate, 2012

Japan Foundation, Japan Educational Exchanges and Services

SKILLS

Microsoft Office (Word, PowerPoint, Excel & Access)

LANGUAGES

Cantonese (Native) English (Proficient) Korean, Japanese (Intermediate)