

LILIAN MAN

lilian.man@gmail.com | 9123 2008

PROFILE | Customer-oriented, courteous reservations 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 | **Reservations Officer, Sun Garden Hotel**

Jun 2012 - Present

- Managed 100+ guest reservations daily with high efficiency; maximised sales and controlled the flow of guests in the main lobby
- Enhanced and maximised guest experience and exceeded expectations by liaising closely with 3+ other internal departments
- Assisted in managing arrivals, noting special requests and blocking premier rooms as necessary for VIP guests and group bookings
- Served 100+ guests daily by providing tailored recommendations for dining and entertainment both inside and outside the hotel
- Worked out solutions to problems to ensure that the queuing and reservations system ran efficiently and accurately

ACHIEVEMENTS |

- Improved positive guest feedback by 15% through demonstration of exceptional work etiquette and hospitality skills
- Implemented proactive approach in customer complaint resolution, enhancing the workflow efficiency by 10%

QUALIFICATIONS | **Hong Kong Baptist University, 2009-2012**

Bachelor of Social Sciences in Environment and Resources Management

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

LANGUAGES | Cantonese (Native), English (Proficient), Mandarin (Intermediate)

AVAILABILITY | One month's notice