



Yananan Limplertlaksana

Front Office Supervisor

22 Soi Ekkachai 61/1 Ekkachai Rd., Bangbon, Bangkok, 10150
TEL : 083-7009516 E-mail : Yananan.limp@hotmail.com

Skill

Microsoft Office Word

★★★★☆

Microsoft Excel

★★★★☆

Microsoft PowerPoint

★★★★☆

Adobe Photoshop

★★☆☆☆

Languages

English

★★★★☆

Driving Licenses

Have driving licenses

Professional Summary

Experienced hospitality worker 4 years with B.B.A in hospitality management. Proficiency to run a hotel front desk, keep customers satisfied, and resolve conflicts. Proven leadership skills with the ability to coordinate across departments, increasing communication and maximizing guest service and satisfaction.

Work Experience

April 2017 – Present

Front Office Supervisor at Ibis Bangkok Riverside, Bangkok

- Operate bookings on system, updated and made payment from online bookings.
- Responds to telephone, e-mail or another channel regarding about reservation, hotel information and group inquire.
- Manage reservation from third party website.
- Supervise and Training daily shift process to colleagues- Takes responsibility in absence of the Front office manager.
- Handling complains and issue about the service.
- Coordinate with another department such as Sales department about function, group accommodation and invoice. Or housekeeping department about controlling room.

May 2016 – April 2017

Guest Service Agent at Amari Boulevard Hotel, Bangkok

- Welcoming customer, Answering telephone call and customer inquiries
- Updating customer database
- Cooperate with housekeeping to control room.

Education

Bachelor of Business Administration (Tourism and Hotel)

Srinakharinwirot University, Bangkok, Thailand

References

Khun Wanaschanan Nuprom, Front Office Manager at Chatrium Residence Sathorn

Tel : 064-9623645