

Nicholas Nguyen

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Availability: Casual/ Part-time (40 hours/ fortnight) – Fulltime from September 2018



Highly energetic professional with proven high-level of guest service, excellent communication skills, teamwork capability and a can-do attitude. Highly articulate and able to work confidently with diverse cultures and under pressure. Passionate about hospitality and delivering exceptional guest satisfaction and lasting impressions. Proven excellent performance at Front Office department and ready for management level.

EMPLOYMENT HISTORY

GUEST SERVICE AGENT – FULL TIME

SEP 2017 - CURRENT

SOFITEL SYDNEY DARLING HARBOUR HOTEL (590 ROOMS)

Achievements and Contributions

- **Excellent execution:** Part of the successful opening team of the brand new 5-star luxury Sofitel in Sydney. Excellent performance for luxury services recognized by guests and management. Anticipated and resolved guest complaints immediately and effectively.
- **Guest experience and satisfaction:** Welcomed guests with magnificque services at Reception. Surprised and delighted guests beyond expectations for unforgettable experience. Received praise from guests as “truly an asset to the Sofitel”. Promoted Cousu Main (the culture of service with a heart at Sofitel) and French touch for highest guest satisfaction.
- **Loyalty and upsell:** Recognized for promoting Le Club Accor Hotels loyalty program (departmental monthly top 3) and room upgrades with excellent track record.

GUEST SERVICE AGENT – ALL ROUNDER

MAR 2017 – SEP 2017

RYDGES SYDNEY AIRPORT HOTEL (318 ROOMS)

Achievements and Contributions

- **Excellent performance and upsell:** recognized and rewarded by Duty Managers and Rooms Division Manager (monthly and weekly winner for upselling and loyalty member sign-ups of the most booked hotel in Australia – 2017). Successfully completed tasks of all roles in the department: GSA (80%), Night Auditor, Reservation, Porter and Concierge.
- **Guest service and satisfaction:** provided efficient services at Reception; professional grooming, friendly and polite manner with never-say-no attitude. Anticipated guest needs and resolved guest requests timely. Assisted guests with recommendations on facilities and services in the hotel, airport and Sydney.

FOOD AND BEVERAGE ATTENDANT

JAN – FEB 2017

SYDNEY INTERNATIONAL CONVENTION CENTER, GREAT AUNTY THREE, PINNACLE PEOPLE, AUSTRALIA

Achievements and Contributions

- **Customer satisfaction:** Delivered excellent service for maximum customer satisfaction by excellent grooming, polite manner and presentation standards.
- **Customer service:** Served customers quickly and resolved any customer dissatisfaction immediately.
- **Customer communications and upsell:** Promoted and maximised food and beverage and service sales to guests. Ensured guests get the right food with no allergy. Made sure all guests feel welcomed and warm.

SENIOR MANAGER

2013-2016

HIEP LOI JOINT STOCK COMPANY, VIETNAM

Achievements and Contributions

- **Customer service and satisfaction:** Provided excellent customer service, ensured great satisfactions before and after sales.
- **Customer communications:** Ensured professional communications with customers to prevent dissatisfaction.
- **Team management:** Effectively managed a team of 10 staffs with excellent performance.
- **Transaction management:** Ensured accurate and timely management of all international transactions, customer accounts and reconciliation of sales and bonuses on a daily basis.

METRO CASH & CARRY VIETNAM LIMITED, VIETNAM

Achievements and Contributions

- **Customer service:** Provided VIP services for key customers. Executed projects and concepts to drive customer service levels. Improved store's service quality.
- **Handling customer complaints:** Handled customers' complaints and related issues. Ensured service standards are well-maintained.
- **Team management and Sales:** Managed six departments with 60 staff, responsible for daily sales of AUD 30,000 and operations. Managed projects to develop key customers and sales departments.
- **Internal control system (ICS):** Developed ICS to minimize identified risks in Store Operations, Buying and Finance functions.
- **SOP management:** Ensured standards maintained. Participated in SOP committee driven by "Customer First" philosophy.
- **Yearly performance reviews:** Always exceptionally met or fully met with bonuses.

EDUCATION

Blue Mountains International Hotel Management School, Australia, 2016 - 2018

Master of International Hotel Management

Academic Achievements

- Commendation of High Distinction in "Leadership in Global Hospitality", Distinction in "Food and Beverage Management" and "Hotel and the Guest Experience", High Credit in "Service Design & Management" and "Management of Rooms Division".
- Completed training courses:
 - ✓ OPERA PMS, MICROS, CHECKMATE and Front Office skills (Le Club Accor Hotels, Cousu Main, ACCOR, Sofitel and luxury brands).
 - ✓ NSW Responsible Service of Alcohol (RSA) competency.
 - ✓ Australian coffee making.
 - ✓ Sequence of Service, bar tending, and serving skills at Buffet and Fine Dining Restaurants.
 - ✓ Housekeeping.

National University of Singapore, Singapore, 2003 – 2006

Masters of Engineering

HCMC University of Technology, Vietnam, 1997 – 2002

Bachelor (Hons) in Chemical Engineering

KEY SKILLS

- Quality guest service skills experienced through various roles at Front Office department.
- Effective communication and interpersonal skills in cultural diversity at multinational corporate hotels.
- Innovative, enthusiastic and results-oriented team player.
- Excellent attention to detail and time management skills.
- Complaint handling and resolution with keen listening and caring attitude.
- International driver full license (applicable in Australia).
- **Software Skills:** OPERA PMS ~ MICROS ~ CHECKMATE ~ Microsoft Office 365 ~.

PROFESSIONAL REFEREES

Ms. Inga Prancute, Assistant FOM
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