

Xin Yuan Tan

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🌐 Yen Tan



I am a fresh graduate and seeking for a position with the opportunity to advance in the field of Front Office. I am a bachelor degree holder in Global Business Management and higher diploma holder in Hospitality Management, which prepared me to have strong communication skill and organization skill. I believed that with my experience and knowledge, I can make a valuable contribution to your company.

Skill

Language Skills

- Mandarin: Mother Tongue
- English: Fluent
- Malay: Fluent
- German: Beginner

Computer Skill

- Microsoft Office Proficient user (Word, PowerPoint and Excel)
- Property Management System (Opera)

Experience

FEB 2018 – PRESENT

Guest Service Assistant / COMO Maalifushi, Thaa Atoll

- Job Scope:
 - Ensures to perform duties on time in accordance with hotel policy.
 - Ensures high standards of personal appearance, well groomed, hygiene clean and pressed uniforms as described in host handbook are maintained.
 - Ensure to read the daily arrival departure daily information.
 - Mis-en- place / preparation needed for Guest Arrival and Departure according the Resort standard.
 - Guest introduction.
 - Handle guest requests, complaints and suggestion and follow through to maximize the service standard.
 - Guest courtesies delivery and presentation.
 - Relay guest complaints to Front Office Manager / Duty Manager without any delay.
 - Notify concerned departments of guest arrival and follow up if necessary before the arrival.
 - Adherence to Best practices and LQ Standards.

- Skills / Knowledge Required:
 - Knowledge of Property Management System (Opera)
 - Knowledge of correct forms of address towards Guests.
 - Knowledge of Sister Properties and able to arrange accommodation and make travel arrangements to them when on request.

NOV 2016 – MAY 2017

Industry Cross Training / Hotel Bernerhof Grindelwald, Switzerland

Having a cross training at Breakfast Department, Reception Counter and Fashion Shop.

- Breakfast Department – cook and set up food for guest, greet the guest and confirming their room number, and clean up dining area.
- Reception Counter – check-in for guest, manage guest reservation from website, and be concierge for guests.
- Fashion Shop – sales and stock management.

DEC 2015 – MAY 2016

F&B Service Training / Ameron Hotel Flora Luzern, Switzerland

- Set up the food and environment during breakfast hour.
- Providing service to customer during lunch and dinner with A la Carte service.
- In charge the group travel lunch and dinner buffet including set up and cleaning.
- Organized the conference room for meeting.

JULY 2014 – FEB 2015

F&B Service Attendant and Accounting (part time)/ Tokyo Ramen Japanese Restaurant, Johor, Malaysia

- Run the daily business and in charge of accounting.

Education

AUG 2017 – AUG 2018

Bachelor of Arts in Global Business Management / Business & Hotel Management School Luzern, Switzerland

Validated by Robert Gordon University, United Kingdom

Dual Studies: 1 semester theoretical and practical studies and 1 semester internship

AUG 2015 – AUG 2017

Diploma & Higher Diploma in Hospitality Management / Business & Hotel Management School Luzern, Switzerland

Dual Studies: 1 semester theoretical and practical studies and 1 semester internship

JULY 2013 – JUN 2015

**Certified Accounting Technician & Association of
Chartered Certified Accountants / Sunway College JB,
Johor, Malaysia**

Reference

Mohamed Sobah
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