

Wan Yu Lin
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SUMMARY

Proficient Front Desk experience over 5 years in 4-star hotel. Motivated, Friendly, Enthusiastic, Responsible are how my team-workers describe me. For me, assist guest with great manner and get things done as soon as possible are always a good way to achieve guests' satisfaction.

EXPERIENCE

Taichung Harbor Hotel -Taiwan 4-star hotel, Front Desk Supervisor 07/2018-07/2022

- Organize duty schedule to assign the departmental colleagues.
- Supervise reservations and assign rooms. Accommodates special requests whenever possible.
- Welcome guests and handle any complaints and requests.
- Attend department meetings. Communicate with the booking, housekeeping and maintenance departments to ensure prompt responses to guests' needs.

Taichung Harbor Hotel -Taiwan 4-star hotel, Receptionist/Front Desk 07/2016-07/2018

- Process guest check-ins & check-outs.
- Assist guests with queries. Accommodate guest requests.
- Answer guests calls and help them as well as resolve their problems
- Up selling guest rooms and promoting hotel services.
- Process cash or credit card payments. Balance cashier account at the end of the shift.

EDUCATION

Private Overseas Chinese University, Taiwan, Bachelor of International trade 09/2013-06/2017

National TuKu Senior High School, Taiwan, Business management Major 09/2010-06/2013

SKILLS

- Mastery of Microsoft Office programs (Word, Excel, PowerPoint), Photoshop.
- Ability to pay attention to all guest requirements and try to resolve queries.
- Good at communicating with people and providing effective solutions.

Languages

- English, Taiwanese mandarin