

Mr. Yunfei Xiao

E-mail: yunfei.xiao@shms-mail.ch

Contact: +86 (0) 18799832222

Nationality: China



SUMMARY

As an energetic Operation Management student who learns quickly, has a good team work spirit and can adapt easily to a new environment. I am actively seeking an management training in a dynamic and internationally-recognised company. I am available start on November 2016.

EDUCATION

Swiss Hotel Management School

Post Graduate Diploma in Hotel Operation Management

Leysin, Switzerland

September 2015 - January 2016

Jimei University

Bachelor Degree Hotel Management

Xiamen, China

September 2011 - July 2015

PROFESSIONAL EXPERIENCE

Millennium Resorts Phuket Patong

Guest Relation Officer

Phuket, Thailand

May 2016 - November 2016

I have a internship in Millennium Resort Phuket. I work in Front Office department. Do the guest relation position.

I need to welcome guset, check in and check out with guset. And deal with guest complaints.

Westin

Bell Attendant

Xiamen, China

January 2015 - April 2015

I am a doorman in concierge in Westin Hotel. I help guest take their luggage, open the car door, control the transportation in front of the hotel. Sometimes, I do some service express during my work day. In the morning, I offer wake up service to guest. Usually , I go to the airport to pick up guest.

In my department, we always work as a team. We communicate with each other and work together. I love this work.

Shen Shou Yu Fang Restaurant

Guest service manager

Kuerle, China

June 2013 - September 2013

I am a guest service manager in this restaurant. My duties are dealing with customer complaints, welcome the VIP customer and ask for guest satisfaction.

LANGUAGE SKILLS

Chinese - Mother Tongue

English - Fluent

French - Basic

COMPUTER SKILLS

Microsoft Office - Proficient user

Opera - Proficient user

Photoshop - Basic user

ADDITIONAL INFORMATION

January 2013

Volunteer of the Xiamen International Marathon Race

I am a volunteer of the Xiamen International Marathon Race. I help some runners who need help and give them some information of this marathon.

September 2013 - July 2015

Class Monitor in University

I am a monitor in my class. I checked on attendance every day, connected my classmates with teachers and organize the class activities.

REFERENCES

Germaine Maes

Internship Coordinator

Swiss Hotel Management School

gmaes@shms.com