

WORKING EXPERIENCES

Minh Anh Café

From 2022 to June 2024

Position: Owner

Address: 39, Alley 6, Tran Quoc Hoan Str, Cau Giay Dist, Hanoi

- Attended a 2-month course on beverage preparation: coffee, milk tea, and other drinks at Horeca Vietnam Academy.
- Set up and managed the café shop, developed business operations and provided customer services.
- Managed a team of 7 employees.

Golden Cyclo Hotel – 4 Star Boutique Hotel

From Aug 2013 to Apr 2022

Position: Managing Director & Director of Sales

Address: 36-38 Ha Trung Str, Hoan Kiem Dist, Hanoi

- Business scale: 50-room hotel.
- Customer market: Business clients and leisure tourists from various countries.
- Customer sources:
45% from travel agencies and business clients;
55% from online platforms like Booking, Agoda, Expedia.

Vesna Hotel – 3 Star Hotel

Position: Managing Director & Director of Sales
2010 - 2012

Address: 137 Long Bien Str, Long Bien Dist, Hanoi

- Business scale: 85-room hotel.
- Customer market: Primarily Chinese tourists and local industrial experts.
- Customer sources:
85% from travel agencies and business client;
15% from online platforms like Booking, Agoda, Expedia.

Luxor Hotel – 3 Star Boutique Hotel

Position: Director of Sales.

From 2009 to 2010

Address: 59 Hang Cot Str, Hoan Kiem Dist, Hanoi

- Business scale: 45-room hotel.
- Customer market: Leisure tourists from various countries through OTAs.
- Customer sources:
35% from travel agencies and business clients;
65% from online platforms like Booking, Agoda, Expedia....



PERSONAL DETAILS

- Name: Do Thi Khanh
- Phone: [REDACTED]
- [REDACTED]
- Address: C1 Apartment, Thanh Cong, Ba Dinh, Hanoi
- Date of Birth: 28/04/1975
- Marital status: Single.

CAREER OBJECTIVES:

- Professional Development: Keen to further enhance my knowledge and skills in business management and customer service, adapting to evolving business trends and environments to improve business efficiency and customer experience.
- Mentorship: Passionate about sharing my 30 years of experience in hotel management and business with young individuals interested in the hospitality industry, helping them build stable careers and contribute to the sustainable development of enterprises.

EDUCATION:

- Bachelor of English Language
- Hanoi University of Foreign Languages
- Study period: 1992-1995
- Short-term Training Courses:
OTAs, Marketing, Café Bartender.

WORKING EXPERIENCES

Cool Hotel - 4 Star Boutique Hotel

Position: Managing Director & Director of Sales

From 2007 - 2009

Address: 16-18 Bui Thi Xuan Str, Hai Ba Trung Dist, Hanoi

- Business scale: 45-room hotel.
- Customer market: Business clients.
- Customer sources:

75% from Japanese companies, direct partnerships;

25% from online platforms like Booking, Agoda, Expedia.

Danly Hotel - 3 Star Hotel

Position: Front Office Manager

From 2006 to 2007

Address: 22-24 Dao Tan Str, Ba Đình Dist, Hanoi

- Business scale: 50-room hotel.
- Customer market: Primarily Japanese and Korean business clients from Europe and Asia.
- Customer sources:

90% from direct corporate partnerships;

10% from travel companies.

From 1993 – 2006

Position: Receptionist at some hotels:

- Ngoc Mai Hotel - 27 Cua Dong Str, Hoan Kiem Dist , Hanoi

- Rose Hotel - 88 Mai Hac De Str, Hai Ba Trung Dist, Hanoi

- Asian International Hotel - 8 Chua Boc Str, Dong Da Dist, Hanoi

PROFESSIONAL SKILLS:

- Developing cost-effective and streamlined operational systems.
- Recruitment and training staff.
- Team management.
- Customer care and partnership relations.
- Planning and sustainable business development through multiple sales channels.
- Operating and managing diverse hotel in different districts in Hanoi, attracting a wide range of customers.
- Setting up and managing café businesses.
- Training professional services to elevate the hotel's brand to a 5-star rating on various sales platforms.

INTERESTS:

- Reading
- Gardening
- Caring for pets: Dogs and cats
- Cooking and Coffee maker
- Favourite foods: Vegetarian dishes and coffee
- Favourite travel destination: Beaches

REFERENCES:

- Mr. Bui Dinh Khoa
- Mobile: [REDACTED]
- Director of Activity Anh Khoa Co., Ltd
- Investor of Golden Cyclo Hotel.