

DIANA TRUONG

GUEST RELATIONS EXPERT



SKILLS

EFFECTIVE LISTENING
CLEAR COMMUNICATION
POSITIVE LANGUAGE
TIME MANAGEMENT
CALMING PRESENCE
CONFLICT RESOLUTION
TECHNOLOGICALLY SAVVY

LANGUAGES

ENGLISH - NATIVE
VIETNAMESE - COMPETENT
SPANISH - COMPETENT

CITIZENSHIP

USA
VIETNAM

EDUCATION

**PGSP-STANFORD PSYD
CONSORTIUM**

MS, CLINICAL PSYCHOLOGY
2003 - 2007

ROSEMONT COLLEGE

BS, PSYCHOLOGY
2000 - 2003

CONTACT

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PROFILE

Positive, personable, professional, patient, and an expert problem solver, Diana is committed to providing high-quality guest care to ensure the best in guest experience and satisfaction.

WORK EXPERIENCE

Phong Nha River House

Guest Relations Consultant

Phong Nha, Quang Binh, Vietnam

- * Provide personalized services and coordination of all aspects of the guest's stay at the hotel
- * Act as the primary link between guests and operations
- * Assist guests with all aspects of services available
- * Train hotel staff in guest relation skills and technique

Intercontinental Danang Sun Peninsula Resort

Assistant Manager of Guest Activities

Danang, Da Nang, Vietnam

- * Responsible for co-coordinating the delivery of all recreational guest services and activities
- * Responsible for the safety of all guest services
- * Managed all staff in this department
- * Delivered high quality service to guests

Himmel Haus Restaurant & Bierhaus

Assistant Manager

South Lake Tahoe, California, USA

- * Established a friendly yet professional atmosphere that promoted attentive customer service and respect for co-workers and employees
- * Dealt with problem patrons and difficult situations calmly and creatively
- * Ensured a fun and relaxing ambience in the dining room even when it was chaos in the kitchen