

张喆恺



基本信息

年龄：23岁 性别：男 籍贯：长沙
电话：18569472589 邮箱：726944247@qq.com

教育背景

时间：2018-07 ~ 2022-07 澳门科技大学 酒店管理（本科）
专业成绩：GPA 3.11/4

主修课程：旅游及酒店概论，微观经济学，管理导论，会计导论，餐饮运作，酒店市场推广及销售，餐饮服务及实践，酒店客房管理与实务，酒店资讯系统，商务沟通，谈判技巧，商务统计，人力资源管理，餐饮成本控制，酒店财务学，酒店督导实务，酒店客房管理及实践，菜单设计，物业管理，客户关系管理，危机管理及酒店法例，酒店会议经营，宴会设计及管理，俱乐部管理，多元文化沟通，培训规划，酒店业创新及可持续发展，领导及组织行为学，消费者行为学。

实习经历

2019-06 ~ 2019-08 长沙顺天凯宾斯基酒店 职务：西餐厅服务生
主要工作：熟悉餐饮部的各项工作，学会了与客人的沟通方法，并使我们餐厅的服务获得了客人的表扬，在大众点评上给出了好评。

2021-04 ~ 2021-06 澳门科技大学 Guest house 职务：Front desk ,
Housekeeping
主要工作：负责前台，熟悉了办理入住与退房的手续，查看并回复预定邮件并安排房间，同时通过邮件与客人沟通。

2022-02-14 ~ 2022-05-31
金沙中国有限公司旗下澳门伦敦人酒店 职务：客房部调度员
金沙中国有限公司旗下拥有澳门最大的娱乐场，而澳门伦敦人酒店则是金沙中国目前最高端的酒店品牌。
主要工作：

代表客房部与其他部门沟通，并及时将各种消息传递给客房部其他员工。
运用酒店各种系统时刻关注酒店房间的状况，并及时将出现的状况反馈给楼层主管或员工。
并负责客房部的所有文书工作，整理客房部每天的文件，记录，以及酒店一天的消费账单。
管理部门的各种工作设备，每天上班时将他们分发给部门其他同事，并在下班时进行回收整理。
为当天所有客房服务员安排需要打扫的房间。
并且在酒店高峰期时，能够有条不紊的完成当天的工作。

2022-07.25 ~ 2022-09.15

长沙潇湘华天大酒店

职务：销售代表

主要工作：

维护酒店内部客人，发展酒店的潜在客户。负责酒店会展场地布置安排，并帮助同事与顾客进行沟通，按照顾客要求布置会议场地。并与其他部门进行沟通，保证会议当天，能够让会议顺利进行，并让保证参会人员能享受到优质的服务。
同时每周需要定期参加收益分析会，分析酒店这段时间的销售情况与其他同级酒店的销售情况，确定今后需要改进的方向，以及对今后酒店商品价格进行评估。

工作经历

2022-12-13 ~ 至今

深圳星河丽斯卡尔顿酒店

主要工作：

审查每日的各类收入，账单，报表是否正常，没有错误。以及审查签订的各类合同是否合规。审查完毕之后将结果整理出来，做成收入报表，并将各个营业区的收入分别算出，录入系统。并将各类文件整理归纳。每月月底还需审查这一个月的各种报表，数据，总结这个月的收入情况，并分析这个月的经营状况。
平时还需去各营业区巡查，检查各营业区的同事操作是否有不合规的地方。

校园经历

时间：2018-09 ~ 2020-09 篮球社 职务：总务部

策划了2届校园篮球赛，负责场地布置与人员安排。

项目经历

项目名称：湖南省上市公司总经理及秘书培训大会

时间：2022-08-25~2022-09-08 地点：长沙潇湘华天大酒店

项目描述：湖南省金融监管局在长沙潇湘华天大酒店举办召开的会议。邀请了湖南省内知名的上市公司的总经理及秘书参加，并进行培训。

负责内容：负责协助同事与举办方进行沟通，确认客人对场地，茶歇等各项需求。同时

协调酒店内各部门的工作，并协助进行会场的布置。并在会议当天为参会人员提供优质的服务。

项目名称：酒店财务年度总结

负责内容：收入数据汇总分析，ppt 制作

项目内容：总结去年一年的收入报表，分析酒店去年的经营状况，发展趋势。

项目目的：通过分析去年的收入情况，分析第二年的市场状况，制定未来的经营策略。

技能特长

语言能力：能够熟练的用英语进行交流、读写，普通话良好，能够听懂粤语。

沟通能力：懂得许多与客人的沟通技巧，能够简洁明了的表达出我的想法并让人理解我的意思，并且能够和同事非常友好的相处，为办公室营造一个好的工作氛围。

理解能力：能够快速的理解客户与同事的需求，并及时给出回应。并且能够从对方的角度看待问题。

策划能力：在学校策划了许多次团体活动，能够独立策划并带动团体活动，在大学生团体培训策划的选修课中取得了良好的成绩。

计算机能力：能够熟练使用酒店的各种系统，熟练使用 Word 文档，Excel 表格，ppt 等电脑系统。

演讲能力：大学四年总共进行了近 100 次的演讲，能够熟练的制作 PPT 并进行讲解，英语的演讲也能够熟练的完成。

自我评价

有足够的工作经验，能够很好的与别人相处，在工作中与同事互相帮助，能够为办公室营造一个良好的工作氛围。在工作的时候会非常专心认真，能够将所有工作任务准确高效的完成。

在工作时不会轻易的被其他的事情影响。并且能够比较熟练的使用英语对话。对酒店中的每个部门的工作都比较熟悉。

有很强的沟通能力，能够准确迅速的理解对方的意思并做出回应。

拥有很强的学习能力，在入职培训两周内就能够独立的完成大部分工作。

Zhang Zhekai



Basic information

Age: 21-year-old Gender: male Native place: Hunan Changsha
Phone: 18569472589 Email: 726944247@qq.com

Educational background

Date: 2018-07 ~ 2022-07 Macau University of Science and Technology Hotel Management (Undergraduate).
Professional grade: GPA 3.11/4

Major Course: Introduction to Tourism and Hospitality, microeconomics, manage Introduction, Introduction to Accounting, Food & Beverage Operations, Hotel Marketing & Sales, Food & Beverage Services & Practice, Hotel Room Management and Practice, Hotel Information System, Business Communication, Negotiation Skills, Business Statistics, Human Resource Management, Food and Beverage Cost Control, Hotel Finance, Hotel Supervision Practice, Hotel Room Management and Practice, Menu design, property management, customer relationship management, Crisis Management and Hospitality Legislation, Hotel Meeting Management, Banquet Design and Management, Club Management, Multicultural Communication, Training Planning, Hospitality Innovation and Sustainability, Leadership and Organizational Behavior, Consumer Behavior。

Internship experience

2019-06 ~ 2019-08 Kempinski Hotel Changsha Position: Waiter in Western Restaurant
Main work: familiar with the work of the hotel's catering department, learned the communication method with the guests, and made the service of our restaurant praise from the guests, and gave a good review in the public comments.

2021-04 ~ 2021-06 Macau University of Science and Technology Guest house Position: Front desk

Main work: Responsible for the front desk, familiar with check-in and check-out procedures, review and respond to reservation emails and arrange rooms, and communicate with guests by email.

2022-02~ 2022-06

Sands China Ltd.'s The Londoner Macao Position: Housekeeping Dispatcher

Sands China Ltd. owns Macau's largest casino, while The Londoner Macao is Sands China's most

exclusive hotel brand.

Main Tasks:

Communicate with other departments on behalf of Housekeeping and deliver various messages to other housekeeping staff in a timely manner.

Use various hotel systems to keep an eye on the status of the hotel room and feedback the situation to the floor supervisor or staff in a timely manner.

He is also responsible for all the paperwork of the housekeeping department, sorting out the daily documents and records of the housekeeping department, as well as the day's consumption bills of the hotel.

The various work equipment of the management department is distributed to other colleagues in the department at the end of the day and recycled at the end of the day.

Arrange rooms that need to be cleaned for all room attendants on the day.

And during the peak period of the hotel, it can complete the day's work in an orderly manner.

2022-07 ~ 2022-09

Changsha Xiaoxiang Huatian Hotel

Position: Sales Representative

Main work:

Maintain the internal guests of the hotel and develop the potential customers of the hotel. Be responsible for the arrangement of hotel exhibition venues, help colleagues communicate with customers, and arrange meeting venues according to customer requirements. And communicate with other departments to ensure that the meeting can be carried out smoothly on the day of the meeting and ensure that participants can enjoy high-quality services.

At the same time, it is necessary to regularly participate in the earnings analysis meeting every week to analyze the sales of the hotel during these period and other hotels of the same level, determine the direction for future improvement, and evaluate the future hotel commodity prices.

Work experience

2022-12-13 ~ To now

The Ritz-Carlton, Shenzhen

Main Tasks:

Review the daily income, bills, and statements to see if they are in work and error-free. and reviewing the compliance of the various types of contracts signed. After the review is completed, the results will be sorted out, and the income of each business area will be calculated separately and entered the system. And organize and summarize all kinds of documents. At the end of each month, it is also necessary to review the various statements and data of the month, summarize the income of the month, and analyze the business status of the month.

It is also necessary to inspect each business area to check whether there are any non-compliance in the operation of colleagues in each business area.

Project experience

Project name: Training Conference for General Managers and Secretaries of Listed Companies in Hunan Province

Time: August 25, 2022~September 8, 2022 Place: Changsha Xiaoxiang Huatian Hotel

Project description: Hunan Provincial Financial Supervision Bureau held a conference in Changsha

Xiaoxiang Huatian Hotel. General managers and secretaries of well-known listed companies in Hunan Province were invited to attend the training.

Responsibilities: Assist colleagues to communicate with the organizer, and confirm guests' needs for venues, tea breaks, etc. At the same time, coordinate the work of all departments in the hotel and assist in the layout of the venue. And provide high-quality services for participants on the day of the meeting.

Hotel Financial Year Summary

Responsible for content: summary and analysis of income data, PPT production

Project content: Summarize the income statement of last year, analyze the operating conditions and development trends of the hotel last year.

Project Purpose: To develop future business strategies by analyzing last year's revenue and analyzing the market conditions of the second year.

Campus experience

Date: 2018-09 ~ 2020-09 Basketball Club Position: General Affairs Department

Planned 2 campus basketball games, responsible for venue layout and personnel arrangements.

Skills and specialties

Language ability: proficient in English communication, reading and writing, good Mandarin, able to understand Cantonese.

Communication skills: I know a lot of communication skills with customers, I can express my thoughts concisely and clearly and make people understand what I mean, and I can get along with colleagues very well, creating a good working atmosphere for the office.

Comprehension: Able to quickly understand the needs of customers and colleagues, and respond in a timely manner. and be able to see things from the other person's point of view.

Planning ability: He has planned many group activities in school, can independently plan and drive group activities, and has achieved good results in the elective courses planned by college students' group training.

Computer skills: be proficient in using various systems of the hotel, proficient in using Word documents, Excel sheets, ppt and other computer systems.

Speech ability: I have made nearly 100 speeches in four years of college, and I can skillfully make PPT and explain, and I can also complete English speeches proficiently.

Self-evaluation

Have enough work experience, be able to get along well with others, help each other with colleagues at work, and be able to create a good working atmosphere in the office. When working, he will be very attentive and conscientious, and be able to complete all work tasks accurately and efficiently. I don't get easily affected by other things at work. And be able to use English conversation proficiently. Familiar with the work of each department in the hotel.

Have strong communication skills, be able to understand and respond to the other party's meaning accurately and quickly.

Have a strong learning ability and be able to complete most of the work independently within two weeks of induction.