

# CURRICULUM VITAE



Siripha Sirivatchalern ,Miss (ศิริภา ศิริวิวัฒน์เจริญ)

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## Personal data

Sex :Female Birthday Date :February 16<sup>th</sup>,1988

Marital Status :Single Health :Excellent

Nationality :Thai Religion :Buddhism

Height :157cm Weight :52kg.

Hobby :Listening Music, Reading Book

Sport :Fitness, Swimming

## **Education**

- 2012 – 2013 **Northwood University (Switzerland)**  
Bachelor of Business Administration  
(in English)
- 2009 – 2012 **HIM, Hotel Institute Montreux (Switzerland)**  
Swiss BBA (Hons) Degree in Hospitality & Business  
Management  
(in English)
- 2006 – 2009 **PSM, Satit Prasarnmit Secondary  
School, Bangkok (Thailand)**  
(Major English)
- 2007 – 2008 ARG44 , **AFS Intercultural Programs (Scholarship Yearly  
Programs) , in Paraná (Argentina)**

## **Special Ability Language**

Thai : Speaking Excellent Reading Excellent Writing Excellent  
English : Speaking Excellent Reading Excellent Writing Excellent

## **Computer Skill**

Basic :Ability to use Microsoft Office Word, Excel, Power Point,  
Surfing an Internet, Social Media, Other.

Program :Ability to use Hotel management software such as Opera,  
Micros, Smart Finder, Online Travel Agent.

## **My Actual characteristic**

I am punctual, honest, self motivated, enthusiastic, confident , private person, team-oriented.

Other Information : Negotiate after interview

Expected Salary : BAHT 45,000(excluded benefits)

## **Work Experience**

**OYO Technology & Hospitality (Thailand) Ltd.**, Bangkok 2019- present

Duties:

advised and consult in operation hospitality with 4 properties (244 room keys)

Responsibilities:

Direct liaison with hotel owners on a daily basic

End to end management of hotels in an assigned area

Ensuring great guest experience and resolve guest escalations at the properties in the portfolio

Staff management - Roaster / leaves approval etc.

Overview monthly property's reconcile in term of Operation expenditure management, collect payments from guests during check-in, check-out

Laundry & Inventory management, repair & maintenance issues to be resolved

Key handover to guest, physical presence required to perform check-in & check-out of guests

This position required to base and work off site at multiple hotel properties

**Loft Bangkok Hotel Pratunam, Bangkok 2016-2019 (Number of 60 rooms)**

Duties:

Hotel renovation project (Grand Opening Team). Site inspection, Plan for property management system, Training staff.

Responsibilities:

Rooms and facilities inspector.

To manage and maintain relationship with internal guests and the external reservation agency. Handle at Online Travel Agent.

Make a promotion, campaign for in-house and external bookings.

Coordinate with outsourced marketing.

Handle reservation problems and price issues for B2B/ B2C.

Implement room-setting standard and contract.

Reply business email along with other jobs in process.

**Millennium Hotel Abu Dhabi, United Arab of Emirate July2014-May2015**

**Duties:**

Management trainee in Room Division: Front Office, Reservation, Housekeeping.

Sale and Marketing

Responsibilities: Front Office and Housekeeping

Supervisor for room checking before release.

Plan and assign daily work tasks for staffs in the department while coordinate with Front Office in order to run an operation smoothly.

Responsibilities: Reservation and Sale and Marketing

Contact all customers by call, email, website, visitors, Online Travel agent while working along with room allotment control.

Update occupancy, revenue report, sale diary report, co-ordinate reservation information to the reception.

Present products thru call in, walk-in, email and visitors.

To make a quotation and/or request to customer and agency.

Report to reservation manager and sales director.

**Ritz Carlton (Penha Longa) Hotel Sintra, Portugal (Internship) Aug-  
Dec2011**

Duties:

Cross training in Food & Beverage service: Banquet service, room service,  
golf course

Account Payable in Finance department

Responsibilities: Food & Beverage service

Restaurant service, cashier, making reservation for restaurant, prepare  
arrival report, Restaurant set-up.

Attend as wedding staff in the banquet.

Service in room during overnight shift. Prepare for breakfast service in-  
room.

Delivery beverage around golf course.

Responsibilities: Account Payable in Finance department

Checking the invoice payment records.

Checking documents such as items as invoices, vouchers, expense  
reports, check requests with correct codes conforming to standard  
procedures to ensure proper entry into the financial system.

**IFT Educational Hotel Macau, China (Internship) and Sofitel Macau at Ponte16, Macau, China** January-May 2010

**Duties:**

Cross training in Front Office, Service in Restaurant and Room Service, Customer Service Officer

**Responsibilities: Front Office(reception)**

Making the check-in, check-out procedure, serve as the guest's first point of contact and manage all aspects of their accommodation.

Registering guests, managing reservations and providing information about rooms, rates and amenities.

**Responsibilities: Food & Beverage service**

Ensure that guests have an enjoyable dining experience by providing quality customer service.

Work in the front of the business taking orders, presenting menus, answering questions and offering suggestions, the Food and Beverage Service will guide guests through the restaurant offerings and eventually take down their chosen orders.

Serving food and drinks, responsible for bringing orders from the kitchen to customers, must remember where to bring each order or maintain an organized record of the order to which he or she can refer. Also responsible for keeping beverages filled, following up with tables to see if their needs are still met and clearing plates as they're finished.

Clearing tables of all plates, cups, and flatware after a guest leaves, wipe down tables and properly re-set them with clean tableware.

Process Payments, ensure that guests receive their bills in a timely manner and that all orders are properly listed and priced. Able to resolve any discrepancies in billing.

Responsibilities: Customer Service Officer

Help customers with complaints and questions, give customers information about products and services, take orders, and process returns. By helping customers understand the product and answering questions about their reservations.

**Other certifies:**

Aug30, 2018 Marketing Communications for Business organized by  
Researcher Development Center, Kasetsart University

Aug 1, 2012 Digital Marketing Management and Strategies organized  
by Association of Thai Travel Agents (ATTA)