

# Chen Juan Q.

ID: 6665



Hello everyone! I'm Chen Juan. Currently, I'm a college student, immersing myself in the vibrant academic and social life on campus.

I have a profound passion for communication. I believe that through communication, we can break down barriers, understand different perspectives, and build meaningful relationships. In my daily life, I actively engage in various group projects and extracurricular activities. Whether it's discussing complex academic topics with classmates or planning events with club members, I always enjoy expressing my ideas and listening to others. I find that these interactions not only expand my knowledge but also enhance my interpersonal skills.

When it comes to my professional aspirations, I'm particularly interested in the hotel industry. I've gained some practical experience through part - time jobs and internships in hotels. During these experiences, I've learned how to provide excellent customer service, coordinate different tasks, and handle various situations with guests. These skills have not only deepened my understanding of the hotel business but also strengthened my determination to pursue a career in this field.

I'm an enthusiastic, proactive, and adaptable person. I'm always ready to embrace new challenges and opportunities. I look forward to making new friends and collaborating with like - minded individuals in the future. Thank you!

## General information

Considering industry

Type of employment Skilled worker

Age 21 (2004)

Original nationality China

EU Citizenship No

## | Location of residence

Country of residence	Китай
City of residence	Xinxiang
Staying type	I have a permanent resident

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## | Work Experience

Work period	from 01.06.2023 to 01.08.2023
Страна	Китай
Industry	Отельный бизнес
Специализация	Hotel Front Desk Agent
Сектор	Гостиница
Responsibility	

**Guest Service** Provided warm and professional welcome to guests, handling check - ins and check - outs efficiently. Answered guests' inquiries regarding hotel facilities, local attractions, and dining options, ensuring high - quality customer service. Managed guest complaints promptly and effectively, turning dissatisfied situations into positive experiences.

**Room Management** Inspected rooms regularly to ensure they met the hotel's cleanliness and presentation standards. Coordinated with housekeeping staff to address any maintenance or cleanliness issues in a timely manner. Managed room inventory and made adjustments according to occupancy rates.

**Team Collaboration** Collaborated closely with colleagues from different departments such as the front desk, housekeeping, and food and beverage. Participated in team meetings to share insights and suggestions for improving overall hotel operations.

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## Education

Type of education	Колледж
Статус образования	Незакончено
Educational institution	Luohe Vocational and Technical College
Faculty, specialty	Department of Bussiness Administration
Страна	Китай
Period	from 01.09.2023 to 01.06.2026

### Описание

I am currently in my sophomore year at Luohe Vocational and Technical College. Interestingly, this can be regarded as a form of graduation, as starting from the junior year, students are allowed to find jobs on their own.

## Языки

Язык	Датский
Уровень	Выше начального

Язык	Английский
Уровень	Профессиональный