

PATTAMAPORN TONGSUKSIT



CONTACT

Email: pat_ok123@hotmail.com



EDUCATION

MASTER OF BUSINESS ADMINISTRATION

2012 - 2014

MANAGEMENT MAJOR

KASEM BUNDIT UNIVERSITY, BANGKOK, THAILAND

BACHELOR OF LIBERAL ARTS

2010 – 2012

HOTEL MANAGEMENT AND TOURISM HOSPITALITY MAJOR

KASEM BUNDIT UNIVERSITY, BANGKOK, THAILAND



WORKING EXPERIENCE

DIRECTOR OF TRAINING

2012 - 2013

ASIA HERB ASSOCIATION BANGKOK, THAILAND

- *Support the delivery of financial targets for existing shops by hiring, training and evaluation therapists' performance.*
- *Support brand agenda to improve guest experience at retail and franchise shop level and build brand health by establishing brand standard through Standard Operating*
- *Procedures and assisting in handling all guest related correspondence, including but not limited to compliments, complaint etc. satisfactory and timely manner.*
- *Support the continued alignment of the system with particular emphasis on sharing the company vision with Asia Herb Association colleagues through training and monthly meetings.*

DEPARTMENT TRAINER

2006 - 2011

MANDARIN ORIENTAL SPA BANGKOK, THAILAND

- *Maintain regular quality evaluation for the therapists and conduct regular training to maintain and improve service standard.*
- *Improve guest experience through handling all guest related complaints to satisfactory and timely manner.*
- *Establish treatment brand standard in writing in the form of Standard Operating Procedures for the Mandarin Oriental Bangkok spa which has been utilized as the template for other Mandarin outlets.*

TRAINER

2004 - 2006

PHOTHALAI THE THAI WELLNESS CENTER BANGKOK, THAILAND

- *Conduct training sessions for newly hired staff and service VIP customers on treatments.*
- *Establish treatment brand standard in the form of simple Standard Operating Procedures with hand drawing illustrations to support the past airport contract service outsource bidding.*