

Mr Winai Muangphan

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Profile

Currently, a Rooms Division Manager at Sai Kaew Beach Resort, one of the top quality resorts in Koh Samed. With 1 year of experience as an Executive Housekeeper at Sai Kaew Beach Resort plus 7 years of experience as a Butler and Supervisor at The Mandarin Oriental Hotel, Bangkok. Graduated MSc. (with Distinction) in International Tourism and Hospitality Management from University of Hertfordshire and wrote a thesis on the customer complaint behavior of guests in a luxury hotel. Hard working, enthusiastic and eager to learn new skills and meet new challenges in a dynamic work environment. Highly self-motivated and a good team worker. Strong experience in delivering quality service to guests in a luxury hotel. Superior grasp of housekeeping operation of a luxury hotel. Computer literate.

Summary of Experience

I currently manage the front office and housekeeping operation of a 158-room resort in Koh Samed. Previously, I was a Butler and Supervisor at The Mandarin Oriental Hotel, Bangkok from 2003 to 2010. At the Oriental, I was part of the team at the forefront of delivering legendary service to the clients of Bangkok's oldest and highly reputed luxury hotel. Tasks performed included providing butler services to hotel guests, inspecting guest rooms, managing the schedules of room attendants, training new butlers, and being a personal butler to exclusive guests and dignitaries.

Academic Qualification

2010-2011, MSc (with Distinction) in International Tourism and Hospitality Management
University of Hertfordshire, Hatfield, UK

Courses taken:

Dynamics of International Tourism and Hospitality
International Tourism Marketing
Managing Tourism and Hospitality Small Medium Enterprises
Human Resource Management in Organizations
Ethical Dimensions of Tourism
Event Management
Decision Making for Managers
International Hospitality Case Studies

2001-2002, Certificate in Butler and Housekeeping Operations
The Oriental Hotel Apprenticeship Programme (OHAP)
The Oriental Bangkok

1997-2001, BA in English and Educational Technology and Innovation
Rajabhat Institute Nakhonpathom

Employment

2012- present, A rooms Division Manager, Sai Kaew Beach Resort, Koh Samed

2011-2012, An Executive Housekeeper, Sai Kaew Beach Resort, Koh Samed

2003-2010, Butler and Supervisor, The Mandarin Oriental Hotel, Bangkok
Provide butler services to hotel guests
Inspect guest rooms
Manage the scheduling of room attendants
Act as personal butler to exclusive guests
Train new staff

2001-2002, Room Attendant, The Mandarin Oriental Hotel, Bangkok
Prepare rooms for guests

Awards

2005 The Mandarin Oriental Ambassador Award

Other information

I love reading especially novels. I also play badminton and like swimming. I enjoy listening to music and watching movies. I like travelling and have travelled to several Asian and European countries. While at The Mandarin Oriental, Bangkok, I have participated in several hotel activities, such as CSR and sporting events. I am also a licensed first aider.

Personal information

Date of Birth—02 December 1978

Languages spoken—Thai (native), English (fluent)

References

Dr Mary Quek

Senior Lecturer

University of Hertfordshire Business School, Hertfordshire, UK

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