This curiosity of human resource management drove me to start working at Vietnam Hospitality Network (VHN), where I believe that knowledge of hospitality, an industry in which human is the most pivotal factor, would strengthen my understandings of human resource management. As a project coordinator, I experienced how to plan an event, negotiate and develop long-lasting relationship with partners. Despite those gains, VHN is also where I experienced my very first human management failure. No longer using administrative procedures to manage employees, we use the OnlyOffice instead to manage teams and projects. As we did not train my teammates thoroughly how to use OnlyOffice and as they did not develop a habit of using OnlyOffice in lieu of email or social network to communicate, we are not able to keep track each other. Despite managing only a team of four, during the first project, I was stuck between the CEO and my team members. While the CEO wanted to control each project through the system, there was just little interaction of my team in Only Office. The complexity and chaos in communication slowed my first project’s process. This experience helps me to realize how it is important to train employees and help them to develop habits in sync with organizations.

My next destination was Carola Wedding & Event where I acquired a new approach to human resource management. As a CEO assistant, I was in charge of scheduling meetings, organizing tasks and helping the CEO to control the working process and performance. As this is a start-up company, we used only the HRM normal procedures, but I can see how efficient my CEO manages employees. To utilize our employees the most, she had lots of open small talks with each employee to understand potentials. Participation in these conversations helped me to organize tasks to different people more efficient. Moreover, she often complimented employees directly in front of other people, motivating not only the praised ones but also other employees to work harder. Learning from her, I communicated more with other employees to understand their difficulties when doing their jobs and found ways to help them if possible. I believe that connection, understanding and motivation between managers and employees in an organization are extremely important in an organization.

As value-based service is increasing, the global economy is now turning towards service – economy. Even in manufacturing sector, the role of service becomes more and more important. Whatever customers purchase, intangible or tangible products, they all seek for satisfaction, not only from products but also from the received service. Undoubtedly, in service competitions, whichever establishment has the most effective and high skilled service-delivering employees will gain more advantages. Thus, as I understand the important role of human in service, as well as the strong connection between human resource in one organization and its success, my dream is to become a human resource manager, who can help any organization to obtain success through its employees’ performance.