

Man Yee Wong (Raven)

509 - 28 Rosebank Drive, Scarborough

(519) 835-6712 / manyee0606@gmail.com

Linkedin: <https://ca.linkedin.com/in/man-yee-wong-45a135115>

Academic and Professional Skills

- Proficient in Microsoft excel and PowerPoint
 - Fluent in English, Cantonese and Mandarin
 - Teamwork, leadership and multitasking skills
 - Smart Serve Certification
 - Emergency First Aids & CPR/AED Level C
 - Analytics skill with business trends and operational management
 - Communication and interpersonal skills from leading a team of 10 people
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Education

Bachelor of Commerce, Hotel and Food Administration

Sep 2015 – Aug 2019

University of Guelph, Guelph, Ontario

- 1st and 2nd year representative of Hospitality, Food and Tourism Management Student Association
- Event coordinator, Chinese Student Association

B.C. Secondary School Diploma

Sep 2012 – April 2015

Spectrum Community School, Victoria, B.C

- Member of school basketball team
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Work experience

Starbucks Store Manager

Sep 2019 – Current

Metro, Toronto

- Created sales table and graphic model of daily net revenue with excel
- Set daily, weekly and monthly sales goal
- Provided active communication and provision to the team
- Analyzed store's financial position
- Predicted upcoming trend and control store inventory accordingly
- Interviewed and hired new barista
- Made the schedule based on forecasted demand and traffic

Barista

Starbucks, Guelph

October 2018 - April 2019

Starbucks, Collingwood

September 2017 - April 2018

Prepared and serve customized drinks

- Ensured the cleanliness of the work environment and sanitized equipment regularly
- Educated customers with coffee knowledge and proved coffee tasting
- Checked inventory for expired product and listed ordering items

Hostess/ Bartender

Crystal Buffet, Collingwood

August 2017 - April 2018

- Arranged customers' seating equally to each server
- Bartending skills gained by making alcoholic and non-alcoholic drink
- Ensured the cleanliness of the entrance and the bar
- Refill stocks on a regular basis

Manager trainee

COBS Bread, Meadowvale

May 2017 – August 2017

- Cash handling skill gained by processing transactions for customers
- Provided product knowledge, nutrition facts and ingredients to customers
- Merchandising product base on the demand
- Provided baking assistant by following instructions

Server

WAHLAA Café, Hong Kong

May 2016 – July 2016

Greyhound Café Hong Kong

May 2015 – Aug 2015

Volunteer Experience

Volunteer

Spectrum Community School, Victoria, BC.

September 2012 - January 2015

- Victoria Marathon Recycling Department
- Toast Program Server
- Food preparation worker at Our Place Society