



CURRICULUM VITAE

NGUYEN HUYNH CONG THUONG

PERSONAL INFORMATION

- Date of birth : November 12th, 1996
- Gender : Male
- Marital status : Single
- Temporary residence: Ho Chi Minh City, Vietnam.
- Cell phone no.: (+84) 94 85 82921
- Email : nhcthuong@gmail.com
- Height : 1.70 m
- Weight : 55 kg

CAREER OBJECTIVE

- Providing excellent customer service, and possesses encyclopedic knowledge of wines, entrees, restaurant equipment and POS terminals. Looking to leverage my knowledge of the industry for a supervisor role.
- Working in a professional environment where my skills are absolutely utilized and I could learn more experience from the others.

EDUCATION BACKGROUND

Graduated from University of Cergy-Pontoise, France 2016 - 2020

Major: Restaurant Management and Culinary Arts

WORK EXPERIENCES

Shift Supervisor - June 2020 to present

Paddy Broken Rice Chain of Restaurants - Ho Chi Minh city, Vietnam

- Delegate tasks to restaurant staff and supervise their performance
- Maintain a fully - stocked inventory and order food supplies, as needed
- Manage dining reservations
- Arrange to have shifts covered (e.g. when employees take time off)
- Help staff resolve on-the-job challenges
- Track daily costs and revenues
- Balance the cash register at the end of the shift
- Coordinate with suppliers as they deliver food product orders
- Ensure guests satisfaction and gracefully handle any complaints
- Open or close the restaurant (when responsible for the first or last shift)
- Inform the next Shift Supervisor about pending tasks
- Report maintenance and training needs • Ensure that daily sales/production goals are met
- Train and integrate new staffs.
- Provide guidance and feedback to employees when needed
- Ensure industry rules and regulations are followed
- Handle customer and employee complaints
- Resolve conflicts between employees

Shift Supervisor - Dec 2019 to May 2020 (6 months)

DQ Cream Restaurant - Ho Chi Minh city, Vietnam

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**Service Attendant Internship - May to Nov 2019 (7 months as an internship)
EdenStar Hotel and Spa - Ho Chi Minh city, Vietnam**

- Assures the necessary food and service equipment / utensils are secured for assigned area prior to meal service.
- Adheres to department procedures regarding the operation of all food service equipment.
- May also perform the following job responsibilities based on Facility/ Department requirements: Inventories and stocks bulk supplies, following established procedures and designated timeframes. Patient Service Specific Responsibility: Serves patient meal tray using the designated department script, to include proper identification. Bus tables and sanitize tables and chairs. Deliver meals to residents' rooms when requested. Set tables for the following meal according to the Food Service Guidelines.
- Assembles and serves meals according to diet orders, menus and guest specific requirements.
- Maintains food safety and quality as mandated by Department of Health.
- Adheres to hand hygiene and infection control procedures on a consistent basis when interacting with customers.
- Performs sanitation for assigned work area in accordance with departmental procedures and health department guidelines.

QUALIFICATION

- Being quick and responsible for the assignment

- Being a hard-working and always making every support to finish work
- Being interested in learning and studying any new fields

SOFT SKILLS

Using frequently English in four skills

- Good communication skill with other teams
- Adapt successfully to changing situations & environments
- Manage time effectively, prioritizing tasks and able to work to deadlines.
- Able to act on initiative, identify opportunities & proactive in putting forward ideas & solutions
- Determination to get things done. Make things happen & constantly looking for better ways of doing things.
- Able to express your ideas clearly and confidently in speech
- Work confidently within a group
- Gather information systematically to establish facts & principles. Problem solving.
- Able to act on initiative, identify opportunities & proactive in putting forward ideas & solutions.
- Presents a strong, professional, positive image to others which inspires confidence & commands respect.
- Maintains effective performance under pressure.
- Recognizes & respects different perspectives. Open to the ideas & views of others.

EXPECTATIONS

I would like to look for new challenges and work in a professional company to improve my skills to support for my plans in the future.

One expectation I had for my previous job was that I would have the opportunity as an assistant to step into a variety of leadership roles. This expectation was definitely met. For example, I became the supervisor and I was a trainer for all interns and part-time employees. I also attended a number of seminars on leadership and management. I believe my experience and skills as a leader will serve me extremely well as an assistant at your company.