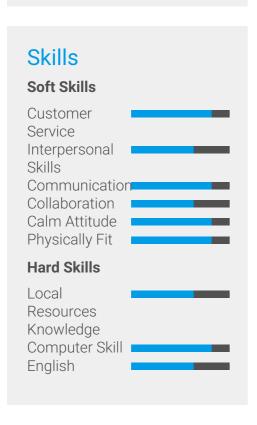
# Kien Quoc Pham Phu

### **Profile**

21 years old, height 1m8, 2 years studying in Singapore, Graduated with a advanced diploma in hospitality and tourism management from ERC Institute Singapore, With 1+ year work experience in areas such as Food and Beverage, Restaurant. Hotel



# **Experience**

2018 - 2018

#### **Luxury Tall Ship , Royal Albatross**

Server, Singapore

- Delivered the best food and beverage experience to every guest along with the highest levels of customer service
- Kept the designated work area, restaurant, designated equipment and restrooms clean and tidy

2018 - 03/2019

#### Wangzai HongKong Cafe - Expo

Kitchen Staff, Singapore

- Strictly follow the kitchen opening and closing process.
- Prepare meals for the customers.
- Weigh, measure, mix and prep ingredients according to recipes.
- Steam, grill, boil, bake or fry meats, fish, vegetables, and other ingredients.
- Ensure that kitchen area, equipment and utensils are cleaned.
- Check food and ingredients for freshness.

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### 03/2019 - 09/20 Dining In The Garden (Bishan - Ang Mo Kio)

Kitchen Staff, Singapore

- Strictly follow the kitchen opening and closing process.
- Prepare meals for the customers.
- Weigh, measure, mix and prep ingredients according to recipes.
- Steam, grill, boil, bake or fry meats, fish, vegetables, and other ingredients.
- Ensure that kitchen area, equipment and utensils are cleaned.
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## Contact

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#### 11/2019 - 04/20 Omil Jomil Koreran Restaurant, Bai Chay 20

Manager, Quang Ninh

- Assign tasks and oversee the direction of employees to ensure compliance with food safety procedures and quality control quidelines.
- Met and greeted all customers where possible.
- Consistently maintain high levels of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality.
- Build sales forecasts and schedules to reflected desired productivity targets.
- Assist with processing the daily cash flow and banking sheet at the end of the month.
- Responsible for hiring, training, evaluating and discipline for staff of fifteen.
- Schedule working hours of staff and rotation of shifts.
- Maintain a friendly environment for staff and customers.
- Ordered food for restaurant.
- Monitor and evaluate team members: performance; provide supervision and professional development.
- Fill in where its needed to assure dinner service runs smoothly.

#### 05/2020 - Prese AHA Cafe Franchise

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Franchise Supervisor, Ha Noi

- Service quality chech
- Product quality check
- Trainning staff

# Education

2016 - 2018

**Corporate Accounting** 

Electricity Power University, Ha Noi

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03/2018 - 09/20 Advanced Diploma in Business **Management ( Hospitality and Tourism** Management)

ERC Institute, City

- In-depth study and research in fields such as Food and Beverage, Restaurant and Hotel.
- Understand the operating factors of a Restaurant, Hotel
- Trained skills to become Front Office Management, Housekeeping Management, Marketing Management