

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

Skills

Soft Skills

Customer Service	<div><div></div></div>
Interpersonal Skills	<div><div></div></div>
Communication	<div><div></div></div>
Collaboration	<div><div></div></div>
Calm Attitude	<div><div></div></div>
Physically Fit	<div><div></div></div>

Hard Skills

Local Resources Knowledge	<div><div></div></div>
Computer Skill	<div><div></div></div>
English	<div><div></div></div>

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.

03/2019 - 09/2019

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.
- Check food and ingredients for freshness

Contact

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- 11/2019 - 04/2020 Omil Jomil Koreran Restaurant, Bai Chay**
Manager, Quang Ninh
- Assign tasks and oversee the direction of employees to ensure compliance with food safety procedures and quality control guidelines.
 - 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 - Present AHA Cafe Franchise**
Franchise Supervisor, Ha Noi
- Service quality check
 - Product quality check
 - Training staff

Education

- 2016 - 2018 Corporate Accounting**
Electricity Power University, Ha Noi
- 03/2018 - 09/2019 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