

Josh Nguyen

5 Glenn Arthur Dr, Toronto, ON, M8Y 3H4

(647) 581 - 6621

mpphuoc@gmail.com

Resume

Education

**Humber Institute of Technology & Advanced Learning
Toronto, ON**

Sept. 2018 – April 2020

Hospitality - Hotel & Restaurant Operation Management

Experience

The Humber Room fine dining Restaurant

Jan. 2019 – May 2019

Held a variety of roles while learning fine dining standards: manager, server, host, bartender, busser, food runner, dish washer. I gain many experiences in FOH service:

- Greeting and communicate with guests
- Lead and support the team with the execution of their duties and responsibilities as a manager
- Scan and assist tables when needed
- Positively interact with guests and ensure they have great experiences

Kinton Ramen

April 2019 – September 2021

Experienced working as an Assistant Cook, Supervisor with developed culinary and customer service skills. Able to work independently or as a team member while getting along well and establishing a great relationship with guests and co-workers.

- Utilize various kitchen skills and cooking methods to meet standards
- Making adjustments to food items to accommodate guests with allergies or personal preference.
- Communicate food orders between Front of House staff and Kitchen staff, paying attention to priorities and special requests
- Maintain a steady flow of orders. Responsible for orders meeting timing standards
- Evaluate quality of food product, prep items and final menu items being served to guests
- Ensure high standards of plating and presentation
- Always ensure cleanliness of dinnerware and serviceware
- Maintain kitchen areas and cleanliness to ensure the utmost visual appeal and Brand alignment
- Conduct line checks. Prepare and stock all line product items and garnishes including maintaining assigned par levels

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- Follow proper ordering ingredients, inventory check and product receiving procedures
- Comply and action all health, food safety and hygiene standards and policies
- Oversee kitchen helpers and train new staff
- Improve working procedure and cooking standard

Awards & Certifications

- Smart Serve Certificate
- Food Basic FST
- OTEC - Service Excellence
- We've Been Expecting You (WBEY)
- WSET Level 1 Award

Other Qualifications

- Bilingual: English and Vietnamese
- POS - Silverware
- POS - LightSpeed
- PMS - OPERA