

NANCY NGUYEN

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Wollongong, NSW 2500

PROFESSIONAL SUMMARY

High energy, outgoing server with a dedication to positive guest relations seeks a position as a server in a fast-paced restaurant or bar. High volume dining, customer service and cash handling background. Detail-oriented and able to learn new tasks quickly and effectively.

SKILLS

- Proficient in POS system operations
- High-volume dining
- Able to work in a fast paced environment
- Delivers exceptional customer service
- Excellent multi-tasker
- Energetic work attitude
- Neat, clean and professional appearance
- Flexible schedule

EXPERIENCE

Ha Long Bay Restaurant

07/2023-01/2024

Front of House

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Followed all established restaurant practices and procedures.
- Performed general maintenance duties including mopping floors, washing dishes and wiping tables and countertops.

North Beach Pavilion

03/2023-08/2023

Front of House

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Answered questions about menu selections and made recommendations when requested.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Completed opening and closing checklists according to set standards.

EDUCATION

Bachelor of Computer Science -
University of Wollongong

2023-2026