

# RAYMOND GONG

## Aspiring Entrepreneur and Capable Learner

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### OBJECTIVE:

Dedicated and personable server with 3 years of experience in delivering outstanding customer service in fast-paced environments. Eager to leverage my skills and adaptability to contribute to a dynamic team while continuing to learn and grow within the hospitality industry. Potential industry changes and opportunities are welcome and appreciated, with an understanding of possible low experience.

### SKILLS:

- Proficient in online environments
- Experienced in POS systems
- Effective time management
- Analytical thinking decision-making
- Communication skills
- Project management

### WORK EXPERIENCE:

#### Food and Customer Service Worker

*June 2023 ~ September 2023*

Famoso, Edmonton, Canada

- Maintained and developed strong relationships with regular patrons, fostering a loyal customer base.
- Delivered exceptional customer service in a high-volume restaurant, consistently achieving a high satisfaction rating
- Upsold menu items and promotions resulting in a 15% increase in average check size, contributing to overall restaurant revenue growth.

#### Server, Host, Receptionist

*June 2018 - September 2021*

Waldorf Restaurant, Leduc, Canada

- Adhered to health and safety regulations, including proper food handling and sanitation practices.
- Designed and executed marketing campaigns that raised brand awareness and resulted in growth.
- Coordinated with kitchen staff to ensure smooth service flow, minimizing wait times and ensuring orders were prepared to specification.
- Collaborated with third-party agencies and suppliers to ensure a stable supply of goods.

### EDUCATION:

#### Bachelor's Degree in Business Management

*September 2023 - May 2026*

Northern Alberta Institute of Technology, Edmonton, Canada

#### High School / Mandarin Bilingual Diploma

*September 2017 - May 2023*

Lillian Osborne / Ottewell, Edmonton, Canada

### INTERESTS:

**Culinary Exploration:** A always eager to experiment with new ingredients, flavors, and cooking techniques.

**Physical Conditioning:** Passionate about training, diet upkeep, positive and mental health.