**PERSONAL INFORMATION**

Name : Nguyen Dang Thi

Place and date of birth : 21/06/1990 – Binh Thuan

Gender : Male

Marital Status : Married

Address : 285/29 CMT8 Street, Ward 12, District 10

Ho Chi Minh City

Cell phone number : 058 995 2285

Email : nguyenngocsuong216@gmail.com

**EDUCATIONAL BACKGROUND**

* October, 2011: Bachelor’s degree in English at Ho Chi Minh City University of Foreign

Languages and Information Technology

* Ranking: Strong – Pass
* May, 2014 : Bachelor’s degree in Business Administration at Ho Chi Minh City

University of Foreign Languages and Information Technology

* Ranking : Average good
* October, 2013 : Hotel Major at SaiGonTourist Hospitality College ( 3 months )
* October, 2020 : Bartender at SaigonTourist Hospitality College ( 3 months )

**EMPLOYMENT HISTORY**

* 2010 - 2013 : Captain at Diem Hen Sai Gon Restaurant & Bar, District 10, HCM City
* 2014 – July, 2014 : Waiter at New Pacific Hotel, District 3 , Ho Chi Minh City
* July, 2014 – January, 2017 : Waiter at The Royal Pavillion Restaurant, The Reverie Sai Gon Hotel, District 1, Ho Chi Minh City
* January, 2017 – July, 2018 : Captain at Ngan Dinh Sai Gon Restaurant,The Reverie Saigon Hotel, District 1, Ho Chi Minh City
* September, 2018 – Now : Supervisor at Plus Dining Restaurant, Vinpearl Luxury Landmark 81, Ho Chi Minh City
* September, 2019 – April, 2020 : Supervisor at Brodard Restaurant – Tea House – Pastry, District 1, WMC Group, Ho Chi Minh City
* November, 2020 – Now : Captain at The Ox not Only Ox Restaurant, District 1, Ho Chi Minh City

**OTHER SKILLS**

* Microsoft Office (Level A) , Outlook
* Internet literacy

**WORKING EXPERIENCE**

* Providing a warm welcome for customers
* Arranges duties and working sections for staffs
* Receiving food & drink orders & serve customer’s requests to the standards required
* Passing food orders through to the kitchen staff promptly.
* Assist Restaurant Manager in daily operations
* Observing and serving guests during their meal, getting feedback and informing to the Manager or Cheft to improve service’s product better .
* Entering food and beverage’s items into POS Machine. Settling bill by Cash or Credit Card, Creating and sending VAT INVOICE according to guest’s demands
* Do briefing as the beginning of working shift . Informing VIP’s guest and upselling items
* Ensure the cleanliness of Restaurant , cheking and making report about breakage items and send to the Manager.
* Receiving booking from guests ( party, event .. ) and setting up according to guest’s demands
* Attending training course from Trainning Department and training staffs when required.
* Sending revenue report of day to HOD.

**SKILLS**

* Professional work ethic
* Multitasking
* Listening skills
* Excellence communication skills
* Handling customers’s problems or inquiries
* Ability to work in a team
* Customer service skills
* Good leadership abilities
* The motivation to learn new knowledge and skills

**HOBBIES**

* Playing football
* Reading books, News on the Internet
* Go travelling

**OTHER ACTIVITIES**

* Green Summer Campaign in 2009s
* Volunteer in some charity events in University
* Terry Fox’s Running for Charity

**OBJECTIVES**

* Assistant Manager position
* Looking for an active and professional working environment
* Studying more and more about Beverage’s knowledge in Hotel.
* Gain experiences in new working environment.