

NGUYEN THI THACH NGOC



About Me

Hospitality professional with over 06 years of experience in restaurant and hotel operations. Skilled in supervising teams of up to 25 employees, optimizing service quality, and driving operational efficiency. Seeking a position as Restaurant Supervisor or Assistant Manager to contribute leadership, customer service excellence, and proven ability to achieve revenue and satisfaction targets in international hospitality environments.

Professional Experience

CROWNE PLAZA PHU QUOC STARBAY |
FOOD & BEVERAGE SUPERVISOR
Mar 2025 – Present

- Supervise daily restaurant operations ensuring compliance with brand standards and health regulations.
- Lead a team of 25 employees, providing training, coaching, and performance evaluations.
- Handle customer complaints and ensure consistently high satisfaction levels.
- Conduct staff development plans and support recruitment and scheduling.
- Achieved recognition as one of the Outstanding Managers of Q3 2025.

THE HOME PIZZA PHU QUOC |
SUPPLY SPECIALIST / SOUVENIR MANAGER / SERVICE LEADER
Sep 2024 – Mar 2025

- Established and managed the first souvenir shop, overseeing HR, contracts, and supplier negotiations.
- Designed marketing materials and managed social media presence.
- Transitioned to Service Leader role, managing restaurant operations, cost control, staff training, and branding.

My Contact



March 27, 1996



nguyenthachngoc27@gmail.com



0933585738



Phuoc Thanh, An Khanh, Chau
Thanh, Ben Tre

Skills

- Team Leadership & Staff Training (25 employees)
- Customer Service Excellence
- Conflict Resolution & Problem Solving
- Inventory & Cost Control
- Event Organization & Banquet Service
- Human Resources Management
- Strong Communication (English & Vietnamese)
- Software Proficiency: Opera, Cadena, POS, WOT

Education Background

Saigon College of Culture, Arts and
Tourism – Hotel Management (2017)

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ROOTY TRIP PHU QUOC JSC |
CUSTOMER CARE SPECIALIST
Sep 2023 – Jun 2024

- Developed new customer care processes and reporting systems.
- Enhanced customer retention and reduced complaints.
- Optimized departmental budget and strengthened client relationships.

HUNG THINH HOSPITALITY JSC |
EXECUTIVE SECRETARY
Jun 2021 – Jun 2022

- Managed Director's schedules and verified contracts.
- Supported negotiations with Marriott Group for MerryLand Quy Nhon Project.
- Oversaw documentation and communication with partners.

INTERCONTINENTAL SAIGON HOTEL & RESIDENCES |
BASILICO RESTAURANT – HOSTESS / CASHIER
2020 – Jun 2021

- Managed reservations, upselling, and cashier duties.
- Controlled inventory and supported service operations.

MARKET 39 RESTAURANT – WAITRESS / HOSTESS / CASHIER
Sep 2018 – 2019

- Delivered excellent customer service and assisted managers with scheduling.
- Organized seasonal events for 150+ guests.

Additional Certificates

- Applied Informatics Certificate (2015)
- English Level C – HCMC University of Education (2017)

Achievements

- Completed IHG Change Management for Supervisors Program 2026 (Awaiting)
- Completed IHG Departmental Train the Trainers Program 2026
- Outstanding Manager (Q3 2025)
- Prospect Talent of P&L (2022)
- Typical Employee of the Year (2022)
- Star of the Month (2020)

References

Quynh Tran (Ms.) | HR Manager,
Hung Thinh Hospitality JSC
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