

HONG BICH HANH(SALLY) NGUYEN

Student visa (subclass 500)

ABOUT

I am a highly motivated, energetic and a team-player with previous experience and qualifications. I enjoy teamwork and fast-paced environment, not only challenge myself but also learn to deliver great customer experiences

PROFESSIONAL SKILLS

Skilled in a professional speaking manner
Outstanding communication skills
Ability to efficiently and prioritize tasks
Professional telephone manners
Ability to resolve customer disputes calmly and professionally

PERSONAL SKILLS

Creative spirit
Reliable and professional
Organized
Time management
Team player
Fast learner
Motivated

CONTACT

P: +61 525 298 97
E: hongbichhanh.nguyen@student.
bluemountains.edu.au

WORK EXPERIENCE

FOOD AND BEVERAGE ATTENDANT

Parkroyal Darling Harbour, Sydney NSW | March 2018 - Current

- Assigned tables and greeting guests
- Processed service of sequence and silver service
- Used specialized knowledge for upselling menu items and alcoholic beverages
- Implemented problem-solving skills and communication skills
- Assigned tables and greeted guests

FOOD AND BEVERAGE ATTENDANT

Star Event Centre, Sydney NSW | July 2017 - January 2018

- Handle high volume of customers with ease and specifically
- Specialized in product and event knowledge including food and alcoholic beverage
- Implemented problem-solving skills and managed customer concerns
- Practice teamwork, friendly and fast-paced service

EVENT COORDINATOR

BMIHMS at Torrens University, Leura NSW | January 2017 - March 2017

- Applied event logistics and production
- Practiced public relations and marketing
- Implemented contract negotiation and management
- Developed and create event themes
- Created BEOs (Banquet Event Orders) and runsheets through OPERA and Excel

FOOD AND BEVERAGE ATTENDANT

DoubleTree By Hilton, Alice Spring NT | April 2016 - September 2016

- Handled high volume of 200 customers with ease and specifically
- Specialized in product knowledge including entrees, appetizers, beers, and wines
- Products upselling and suggestive selling Posted and charged through MICROS system
- Implemented problem-solving skills and managed customer concerns
- Practiced teamwork, friendly and fast-paced service
- Made barista coffee such as cappuccinos, lattes, etc.

EDUCATION & TRAINING

BA OF BUSINESS IN INTERNATIONAL HOTEL AND RESORT
MANAGEMENT
BA OF BUSINESS IN INTERNATIONAL EVENT MANAGEMENT
Blue Mountains International Hotel Management School at Torrens
University | September 2015 - Current

RESPONSIBLE SERVICE OF ALCOHOL RSA CERTIFICATE NSW
October 2015

LANGUAGE

ENGLISH (Fluently)

VIETNAMESE (Native)

ACHIVEMENTS

INBOUND CERTIFICATION	2016
CERTIFICATE OF APPRECIATION & SYRACUSE UNIVERSITY AWARD OF RECOGNITION	2015
THE NATIONAL SOCIETY OF HIGH SCHOOL SCHOLARS HIGH SCHOOL AWARD	2014

COMMUNITY ACTIVITIES

INITI UNIVERSITY STUDENTS VISIT - STUDENT REPRESENTATIVE & HOST
Blue Mountains International Hotel Management School at Torrens
University | May 2016

- Exchange cultural and hospitality experiences
- Demonstrated overseas lifestyle of university in Australia
- Provided assistance and friendly environment
- Established relationship throughout activities

REFERENCES

NILAY BOSE
Food and Beverage Supervisor
DoubleTree By Hilton, Alice Springs, NT
E: Nilay.bose@hilton.com
T: 0424 941 992

YEE KI (CYNTHIA) POON
Food and Beverage Supervisor
Hanuman Restaurant, Alice Springs, NT
E: Cynthia@hanuman.com.au
T: 0433 802 240