

Quang Thanh (Eric) VU
1 Chamber Rd
Leura NSW 2780
0415 412 168
quangthanh04121997@gmail.com
quangthanh.vu@student.bluemountains.edu.au

To whom it may concern,

My name is Quang Thanh VU, or Eric, and I am writing this letter to seek for an opportunity to work at [the property's name] as [position]. I am currently studying Bachelor Degree of Business in International Hotel and Resort Management at Blue Mountains International Hotel Management School.

I possess a few progressive experiences in the Food and Beverage department. Over the last 6 months, I was working as a Fulltime Food and Beverage Trainee at Mr. Hive Kitchen and Bar - Crown Resort Melbourne. My main duties were barista, buffet section waiter, a la carte waiter, room service attendant and hosting. Working in a 650 room five-star operation located at Melbourne central, I have developed my skills, especially the ability to maintain high quality of services in high frequency environment. Previously, I was a Mentoring Scholarship student as well as Food and Beverage Coordinator at Blue Mountains International Hotel Management School after completing a Food and Beverage training course at the institute which includes practice as well as theory, where I had the opportunities to experience many concepts of restaurant consisting of buffet, fine-dining and a la carte café. Besides, I also had few months working as a Food and Beverage attendant at Huong Vi Restaurant, Vietnam. And after moving to Australia, I was in the same position at Saigon Garden Restaurant and Café, which is a Vietnamese dining restaurant located in Ettalong Beach.

I am a passionate individual who is eager to provide exceptional food and beverage service to multicultural patrons. With good communication, general administration skills and an exceptional "can do" attitude, I can confidently work in a team as well as individual.

As mentioning above, I am now second-year student at BMIHMS and an employee in the industry, I have gained some knowledge as well as skills that are relevant to the position that I apply to on working at the hotel. I believe that I can make noticeable contribution to the business with my solid technical and communication skills, as well as attention to details.

I am looking forward to hearing from you soon.

Your Sincerely,



Quang Thanh (Eric) VU

QUANG THANH (ERIC) VU

Address: 1 Chamber Rd, Leura NSW 2780

Phone: +61 415 412 168

E-Mail: quangthanh.vu@student.bluemountains.edu.au

quangthanh.ericvu@gmail.com

LinkedIn: <https://www.linkedin.com/in/quangthanhericvu>

Working Rights: Student Visa

INDUSTRY EXPERIENCE

Food and Beverage Operation Trainee

Jun 2016 – Jan 2017

Mr. Hive Kitchen and Bar – Crown Metropool Melbourne

- Attending fulltime cross-training program in different outlet styles including a la carte, room service, bar, buffet, fine-dining, and reception
- Ensuring high level of customers' satisfaction, handling complaints and communicating with the team to keep the operation up and running effectively
- Promoting a high-standard workplace with professional behaviour and grooming

Mentoring Scholarship Student – Food and Beverage (Front of House)

Mar 2016 – Jun 2016

Blue Mountains International Hotel Management School – Leura

- Assisting and supporting year 1 practical students with F&B skills including MICROS, mise en place, coffee making and servicing.
- Cooperating with F&B instructors to supervise the outlets' operation.

Food and Beverage Coordinator – Student Representative Council

Mar 2016 – Jun 2016

Blue Mountains International Hotel Management School – Leura

- Promoting and running Café Night and other food and beverage related events on campus
- Taking responsibility for the operation of the outlets after office hours
- Ensuring the school's code of conduct are adhere to at all time

Food and Beverage Attendant

Jan 2016 – Mar 2016

Blue Mountains International Hotel Management School - Leura

Chamber Fine-Dining Restaurant

Yu and Me Buffet Restaurant

Cookie's Cafe

- Experience different modes of restaurants including fine-dining, a la carte café and buffet
- Working at both FOM and BOF departments
- High-energetic and competitive training environment with commitment to provide outstanding customer services
- Well organized teamwork process

Food and Beverage Attendant

Dec 2015 – Apr 2016

Saigon Garden Restaurant and Café – Ettalong Beach

- Hosting, Serving and Observing FOH operations

Food and Beverage Attendant

Jun 2015 – Sep 2015

Huong Vy Restaurant – Ho Chi Minh City, Vietnam

- Animated working environment at the heart of HCMC, the most attractive tourism destination of Vietnam
- Commitment to provide flexible services as well as introduce Vietnamese culture to international tourists
- Front of House Attendant

FORMAL EDUCATION

BACHELORS OF BUSINESS IN INTERNATIONAL HOTEL AND RESORT MANAGEMENT JAN 2016 – JUNE 2018
BLUE MOUNTAINS INTERNATIONAL HOTEL MANAGEMENT SCHOOL

FURTHER TRAINING

- **Responsible Service of Alcohol Certificate New South Wales**
Office of Liquor, Gaming & Racing NSW
- **Responsible Service of Alcohol Certificate Victoria**
Victorian Commission for Gambling and Liquor Regulation
- **Coffee Art Course – Certificate of Attendance**
The Coffee School – CoffeeSchool.com.au

ADDITIONAL SKILLS

- Strong work ethics
- Strong commitment to ongoing professional development and education
- Great commitment to excellence in customer services
- Attention to details
- Working well both in a multidisciplinary team and independently
- Enjoys working in a multi-cultural environment
- Strong contribution to social activities
- Good communication and computer skills
- Languages: Vietnamese and English

REFEREE

Yohan Jeandon – Restaurant Manager
Mr. Hive Kitchen and Bar, 28 Skybar and Crown Metropol Room Service
Crown Melbourne Limited
8 Whiteman Street, Melbourne VIC 3000
yohan.jeandon@crownmelbourne.com.au

Jonathan Knox – Former Assistance Manager
Mr. Hive Kitchen and Bar, 28 Skybar and Crown Metropol Room Service
Crown Melbourne Limited
8 Whiteman Street, Melbourne VIC 3000
Jono.knox@gmail.com

Toby Glover – Senior Food and Beverage Instructor, Outlets Manager
Blue Mountains International Hotel Management School
1 Chamber Rd, Leura NSW 2780
Toby.glover@bluemountains.edu.au

Tom Frawley – Lecturer
Blue Mountains International Hotel Management School
1 Chamber Rd, Leura NSW 2780
Tom.frawley@bluemountains.edu.au

Andrew Neale – Executive Chef
Blue Mountains International Hotel Management School
1 Chamber Rd, Leura NSW 2780
Andrew.neale@bluemountains.edu.au