

William Wong

81 Loring Ave. ♦ Edison, NJ 08817 ♦ (732) 668-4526 ♦ Williamw0918@gmail.com

Objective

To secure a challenging and responsible position in which my experience and education will have valuable application.

Profile

Responsible, resourceful and hardworking. Proficient in completing assignments that require research, creativity and attention to detail. Deadline oriented.

Flexible and versatile - able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences.

Thrive in deadline-driven environments.

Skills Summary

- ◆ Bilingual (Chinese/English)
- ◆ Bicultural
- ◆ MS Office Applications
- ◆ Audio/Video/Photo editing Software
- ◆ Internet Marketing
- ◆ Professional Presentations
- ◆ General Office Skills
- ◆ Basic Website Development

Education and Certifications

- ◆ DeVry University - New Brunswick, NJ
Associates Degree in Business Administration, 2006
- ◆ Rutgers University - New Brunswick, NJ
Bachelors Degree in Arts, 2009

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Relevant Coursework

- ◆ Marketing
- ◆ Sales
- ◆ E-Commerce
- ◆ Labor Studies
- ◆ Business Management
- ◆ Accounting
- ◆ Entrepreneurship
- ◆ Advertising
- ◆ Branding
- ◆ Sociology
- ◆ Psychology
- ◆ Philosophy

Employment History

- ◆ RADIO SHACK - Freehold, NJ
Sales Associate, 2000 to 2001
 - ◆ Provide Customer Service
 - ◆ Restocking and counting inventory
 - ◆ Cashier
- ◆ MEIN KING INC - Jackson, NJ
Assistant Manager, 2000 to 2006
 - ◆ Address customer service inquiries in a timely manner
 - ◆ Handle customer inquiries
 - ◆ Made reasonable procedure exceptions to accommodate customer requests
 - ◆ Maintain and organized customer orders
 - ◆ Maintain clean and healthy environment
- ◆ CHINA BOWL - Edison, NJ
Assistant Manager, 2006 to 2010
 - ◆ Manage Payroll Accounts
 - ◆ Supervise Staff of Twenty Employees
 - ◆ Maintain clean and healthy environment
 - ◆ Restocking and counting inventory
 - ◆ Taking Care of customer's needs
 - ◆ Working quickly under pressure
- ◆ Ruby Tuesdays- Elizabeth, NJ
Server, 2010 to 2012
 - ◆ Learned to lead and work with others for a common goal
 - ◆ Able to communicate well with clients and their requests
 - ◆ Learned to work well in a fast paced environment
- ◆ China Bowl-Edison, NJ
Manager, 2012 to 2016
 - ◆ Provided courteous and polite assistance for customers
 - ◆ Collected customer feedback and made process change to exceed customer satisfaction

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- ♦ Exhibit thorough knowledge of foods
- ♦ Carefully prepare payroll bi-weekly
- ♦ Developed and maintained positive relationships with guests and employees
- ♦ Regularly updated computer systems
- ♦ Provided assistance over telephone
- ♦ Contacting suppliers
- ♦ Maintain inventory

Activities and Interests

Automobile

- ♦ General automobile servicing and repair
- ♦ Lexotic Concepts (organizing and planning gatherings)

Photography/Videography

- ♦ Taking and Editing Photographs
- ♦ Filming and Recording Videos
- ♦ Event photography
- ♦ Travel photography

Interview Note Sheet

Name: William Wong
Date: 03/04/17
Position (s) Applied for:
Server

Interviewer: JD Park
Rate of Pay: \$13
Referred by: Craigslist

Test Scores:					
Server	135	% Bartender	130	%	
Prep Cook	115	% Barista	110	%	
Grill Cook	140	% Cashier	110	%	
Dishwasher	110	% Housekeeping	116	%	

Full-Time
Part-Time

Relevant Experience & Summary of Services

Total of _____ in Food Service

Bilingual - Chinese/ English

Rutgers University Graduate 2010

BD in Arts

* Grew up in restaurants
running family business

- Main King Inc in Jackson

Assistant Manager 2000 - 2006

Max travel upto 40 min

- China Bowl in Edison

Assistant Manager 2006 - 2009

- Ruby Tuesdays in Elizabeth

Server 2010 - 2012

P.O.S. Experience: Y / N details:

Car

Public Transit

Carpool (Rider / Driver)

North NJ

South NJ

Central NJ

Edison

Jersey Shore

TIPS

Serv-Safe

LEAD Other _____

Will Submit

Open

AM only

PM only

Weekdays only

Weekends only

Details:

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

Bow Tie

Other _____

Other Languages Spoken:

Would you recommend this applicant for Academy?

Conversion Candidates?

Servers Test

Multiple Choice

28/35

80%

a 1) Food is served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

c 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

c 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

a 4) What part of a glass should you handle at all times?
 a) The stem
 b) The widest part of the glass
 c) The top

d 5) When you are setting a dining room how should you set up your tablecloths?
 a) Neatly and evenly across the tables
 b) The creases should all be going in the same directions
 c) The chairs should be centered and gently touching the table cloth
 d) All of the above

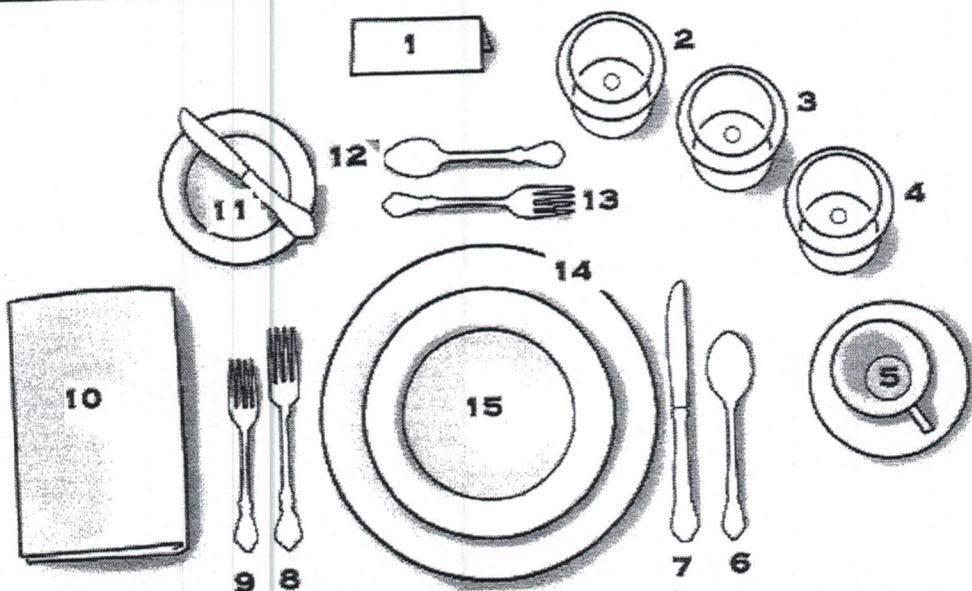
d 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
 c) Try to convince the guests to eat what you brought them
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
G ~~R~~ Russian Service
F Corkscrew
C Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water
 B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
 C. Used to hold a large tray on the dining floor
 D. Area for dirty dishware and glasses
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
 F. Used to open bottles of wine
 G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>2</u>	Water Glass

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>1</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>11</u>	Wine Glass (White)

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream sugar
3. Synchronized service is when: when all waiters serve at the same time
4. What is generally indicated on the name placard other than the name? party - date - table number
5. The Protein on a plate is typically served at what hour on the clock? _____
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? provide them with Gluten free or Vegetarian options