

William Wong

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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 | ♦ Entrepreneurship |
| ♦ Sales | ♦ Advertising |
| ♦ E-Commerce | ♦ Branding |
| ♦ Labor Studies | ♦ Sociology |
| ♦ Business Management | ♦ Psychology |
| ♦ Accounting | ♦ 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 Interviewer: Jo Paik
 Date: 03/24/17 Rate of Pay: \$13
 Position (s) Applied for: Server Referred by: Craigslist

Test Scores					
Server	/35	% Bartender	/30	%	
Prep Cook	/15	% Barista	/10	%	
Grill Cook	/40	% Cashier	/10	%	
Dishwasher	/10	% Housekeeping	/15	%	

Seeking

☒ Full-Time

☐ Part-Time

Relevant Experience & Summary of Strengths

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

- China Bowl in Edison
 Assistant Manager 2006 - 2010

- Ruby Tuesdays in Elizabeth
 Server 2010 - 2012

Total of _____ in Food Service

Max travel up to 40 min

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

Transportation: Car Public Transit Carpool (Rider / Driver)

Regions Available to Work: North NJ South NJ Central NJ Edison Jersey Shore

Certifications If any: TIPS Serv-Safe LEAD Other _____ Will Submit

Availability: Open AM only PM only Weekdays only Weekends only

Details: Bistro Black Bistro Tuxedo 1/2 Tuxedo Black Vest Long Black Tie
Black Pants Non-Slip Shoes Bow Tie Other: _____
 Chef Coat Chef Pants Knives Convention Candidates? Other Languages Spoken: _____

Would you recommend this applicant for Aerobics Academy? _____

Name William Wong
Score 28/35 / 35

Servers Test

Multiple Choice

- 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 dining 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

80%

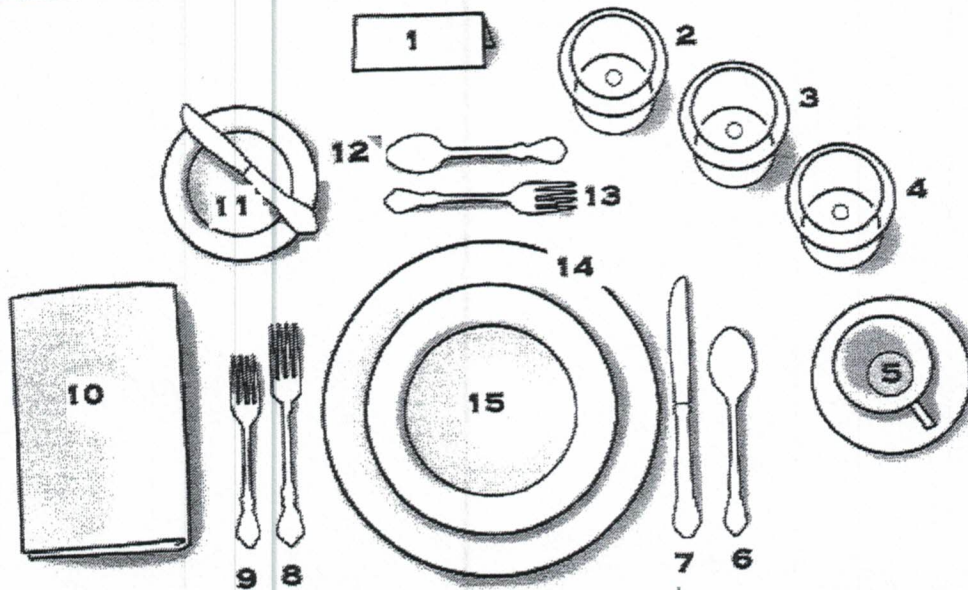
Match the Correct Vocabulary

- | | |
|---------------------------------------|---|
| <u>D</u> Scullery | A Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | 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) |
| <u>A</u> Chaffing Dish | C Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D Area for dirty dishware and glasses |
| <u>G</u> R Russian Service | E Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F Used to open bottles of wine |
| <u>C</u> Tray Jack | G Style of dining in which the courses come out one at a time |

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

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

- 8 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 3 Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 4 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