

THNORM NEAK
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SUMMARY:

Bilingual hospitality specialist with 8+ years' hotel and restaurant customer service experience, excellent customer service and problem solving skills.

KEY SKILLS:

- Experienced in customer service, cooking, delivery and supervising.
- Strong communication, and interpersonal skills.
- Detail oriented, independent, and reliable.
- Fluent in English and Cambodian.

PROFESSIONAL EXPERIENCE:

Steward, Parc 55 San Francisco – A Hilton Hotel

June 2016 – Present

- Prepare and serve food as needed.
- Prepare and place clean service ware for events and functions.
- Stock and maintain supplies and equipment.
- Wash dishes and operate dishwasher to clean all chinaware, silverware and cooking utensils.
- Cleaning the kitchen.

Supervisor, Customer Service Rep, BBQ Chicken Restaurant, Cambodia

Aug 2012 – Sep 2015

Supervisor, July 2014 – Sep 2015:

- Checked all stations in restaurant for quality of products, service, and cleanliness.
- Performed management duties as assigned or in the restaurant manager's absence.
- Controlled the restaurant standards of service and food procedure with staff.
- Monitored inventory to make sure that all items are sufficiently stocked and prepared for sale.
- Support all stations of the store during busy times.

Customer Service Representative, August 2012 – Sep 2013:

- Provided the 100% customer satisfaction according to company's mission.
- Performed daily station cleaning and maintained a safe work environment.
- Complied with company standards on customer service and food procedures.
- Completed all duties related to job stations assigned by supervisor or manager.
- Consistently the five steps of service.
- Served foods & drinks to customers on time with efficient and friendly manner.

Housekeeping House person

Jan 2009 – Jul 2010

Koh Kong Resort and Casino in Koh Kong, Cambodia

- Set up or broke-down tables, chairs, stages or other equipment.
- Maintained cleanliness of banquet rooms, banquet hallways, and storage and service areas.
- Provided customer service and delivered supplies upon customers' request.
- Organized and filled supplies for closets.
- Performed daily cleaning to keep public area clean.
- Supply closets, inventory.

EDUCATION:

- Vocational Office Training Program, certificate expected December 2017 at City College of San Francisco. **Jan 17, 2017 – Present**
- English Literature Scholarship, completed 2 years at ICE Institute in Phnom Penh, Cambodia. **Oct 2010 – Nov 2012**
- IT (Information Technology), completed 4 years at Norton University in Phnom Penh, Cambodia. **Sep 2011 – Sep 2015**