

CURRICULUM VITAE

Full Name:

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11th October, 1990

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WORK EXPERIENCE

WAITRESS(CASUAL LABOUR)

2011 - 2012

RENAISSANCE HOTEL SAIGON

LEARN HOW TO SERVE GUEST IN BOTH A BUFFET RESTAURANT AND
ALACARTE .

UNDERSTANDING PROCESSES AND OPERATION OF A FIVE STAR HOTEL,
ESPECIALLY LEARNING THE WAY TO DEVELOP MYSELF

BARTENDER

MGM HO TRAM (THE GRAND HO TRAM STRIP)

8/2012 – 8/2014

LEARN ABOUT BEVERAGE AND FOODS IN CASINO SERVICE SUCH AS : MAKE COCKTAIL, MOCKTAIL, COFFEE, TEA, ... ; FOOD CONTROL ; FOOD RUNNER; CASHIER ON CENIUM SYSTEM ; MAKE ORDER FORM ;...

TAKING CARE GUEST SKILLS, THE WAY SERVE IN A FINE DINING RESTAURANT.
SERVE VIP GUEST FREQUENTLY.

TOUR CONSULTANT

VINASTAR TRAVEL AGENCY VIETNAM

8/2014 – 7/2018

LEARN ABOUT TRAVEL INFORMATION

GUIDE TOURIST ON LOCAL TOURS

REPORT DIRECTLY TO MANAGER

TAKING CARE GUEST SKILLS

QUALIFICATIONS

BARTENDER – **DIAGEO**

INTERMEDIATE LEVEL **B** ENGLISH- *VIETNAM NATIONAL UNIVERSITY*
HOCHIMINH CITY

EDUCATIONS

HOSPITALITY MANAGEMENT

MAI LINH PROFESSIONAL COLLEGE

STRONG-PASS

SKILLS

LANGUAGE: ENGLISH - INTERMEDIATE LEVEL

COMPUTER: GOOD AT WINDOWS XP, WORD, EXCEL, POWER POINT....

SOFT SKILLS:

- EXCELLENT COMMUNICATION SKILLS
- CONFIDENT, SOCIABLE IN WORK - PLACE.
- HAVE A HIGH SENSE OF RESPONSIBILITY
- POSSIBLE COMMUNICATION IN ENGLISH
- ABLE TO WORK IN GROUP AS WELL AS INDEPENDENTLY.
- ABLE TO WORK UNDER HIGH PRESSURE.

Multiple Choice

- B 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
- D 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
- B 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
- B 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

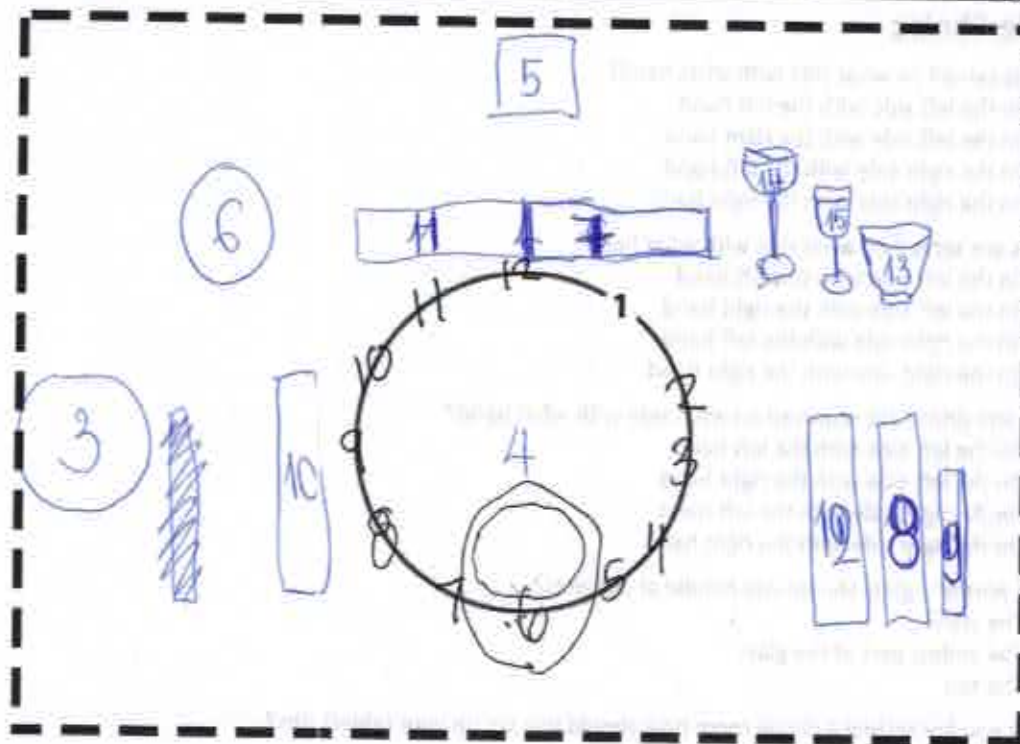
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Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>E</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</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>D</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>A</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> 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



Draw a formal place setting containing all of the following:

- | | | |
|----------------------------|------------------|----------------------|
| 1. Service Plate | 7. Teaspoon | 13. Water Glass |
| 2. Salad Plate | 8. Soup Spoon | 14. Red Wine Glass |
| 3. Bread Plate & Knife | 9. Salad Fork | 15. White Wine Glass |
| 4. Napkin | 10. Dinner Fork | |
| 5. Name Place Card | 11. Dessert Fork | |
| 6. Tea/Coffee Cup & Saucer | 12. Dinner Knife | |

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar / Milk (Hot) / Teaspoon / Hot water...
- Synchronized service is when: complete until guest leaves
- What is generally indicated on the name placard other than the name? Flag / position
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform kitchen (chef) & supervisor