

Thanh Nguyen

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Los Angeles, CA 91335 (Moved
to USA since 2018)

Phone: 571 286 6847

Education & Activities

Business Administration
Foreign Trade University Hanoi (Ftu.edu.vn)

Aug 2013 — Sep 2017

Exchange Program in Sweden
University of Gothenburg
Picked by my University , I was in a gap-year exchange program in Sweden.

Aug 2015 — Jan 2016

Work experience

**Pan Pacific Hanoi (Sofitel
Plaza)**

Feb 2017 — Sep 2017

Receptionist

- Exposure to hotel environment gives me a general sense of how a hotel is operated, and more importantly, built up the service mind-set in me. I also learned basic sales skill.
- I was honored and awarded by Sofitel Plaza Hanoi as a Japanese guest mentioned me on TRUST YOU.

Pho 999 – Van Nuys

Sep 2018 — Aug 2019

Server

- My first job in the USA. It is a casual dining, Vietnamese restaurant.

Bj Brewhouse – Woodland Hills

Oct 2019 — Now

Takeout & Runner

- Started working in a more professional restaurant, I am trying to become server here.

Additional info

- Proficiency in English: IELTS 8.0 Academic, fluent in both verbal and non-verbal English
- Already completed Real Estate License course, waiting for license exam.
- My first language is Vietnamese
- Highly competent with Microsoft Office (Word, Excel, PowerPoint)

Servers Test

Multiple Choice

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

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

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

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

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

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

→
80%

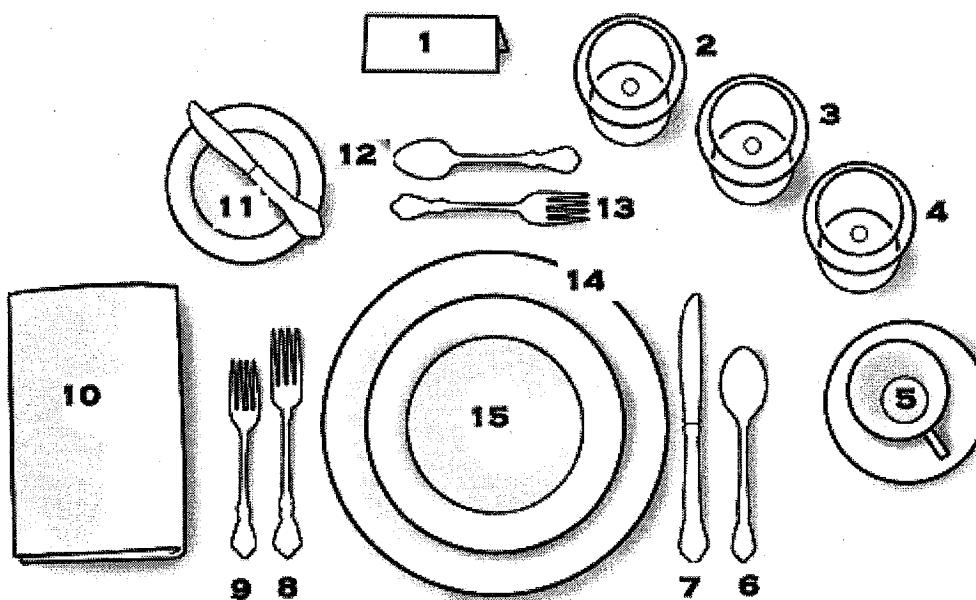
Match the Correct Vocabulary

D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B 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

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>2</u>	Wine Glass (White)
<u>4</u>	Water Glass	<u>1</u>	

Fill in the Blank

1. The utensils are placed 18 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, milk & cream
3. Synchronized service is when: Food is served at the same time, Ex: In a banquet
4. What is generally indicated on the name placard other than the name? Title
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask about allergy, note it down, & inform the Kitchen