

**RESUME**

### Summary :

**Full name: ĐINH NGỌC PHÚ**

Date of birth: Jan, 8, 1986

Address: Cam Lam District –Khanh Hoa province

Hand phone: 0987174410

Email: dinhngocphu29@gmail.com

Civil Status : Married

Height : 1m70

Weight : 64kg.

Languages : English, Viet nam

Microsoft office skill

Excel office skill

**Special skills :**

**-** Restaurant Management, Banquet Management , Bar Management

- Communication, negotiation, presentation skills

- Ability to work under pressure and meet tight deadlines

- Have a high sense of responsibility

- Be willing to work at weekends due to urgent tasks

- Spoken and written English fluency

- Leader skills

- Time management

- Positive attitude

- Listening skill

- Hardworking, honest and very proficient in Food & Beverage Administration with a keen knowledge of direct hands-on operations of Restaurant and Bar Management, Banquet Management as well as inventory control and its check and balance systems

**Education:**

Vocational college tourism in Nha Trang

### Certifications :

**Top of Form**

**Bottom of Form**

#### Certificate TOTAL GUEST SATISFACTION SKILLSAT VINPEARLLAND

#### Certificate MANAGEMENT SKILLS AT DIAMONDBAY RESORT & SPA

#### Certificate INTERMEDIATE MANAGER SKILLS by VCCI

#### Certificate LEADERSHIP SKILL BY ACE ( AMERICAN COUNCIL ON EDUCATION)

**Experience:**

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| **Asst F&B Manager**  **Amiana Resort & Spa Nha Trang**  Feb 2017 - Present |

* Responsible for the day-to-day operation of the food & beverage department and all sections, aboard the ship according to company's instructions as directed by the General Manager.
* Follow up on company's policies, rules, regulations and procedures.
* Responsible for the standards of service delivered to the passengers in the bars, dining rooms, buffets and all other food & beverage outlets by F&B employees. ensure the quality of services in accordance with the company standard.
* Ensure that all the F&B sections are organized, performed their duties and maintain their areas and equipment in a manner in compliance with the company policy and instructions as directed by the General Manager.
* Approves all F&B requisitions so as to ensure that they are prepared properly and placed in a proper and timely manner in compliance with company's instructions.
* Ensure that all F&B areas are received and inspected in a timely manner and are in compliance with company's standards by checking for quality.
* Maintains the highest level of sanitation throughout all food and beverage areas
* Oversees the overall operation of the storerooms as per company’s instruction, including but not limited to rotation, preparation, distribution and bookkeeping.
* Participates in the daily preparation of meal times scheduled of all F&B areas
* Approves the indents for repairs of equipment prepared by controller before submitting them to the chief Engineer and keeps an updated record of each request.
* Responsible for the final delivery of all F&B products in accordance with company's standards.
* Responsible for the overall implements, consumptions of all F&B policies and procedures pertain to employees, work manuals, sanitation requirements, consumptions, costs, qualities, menus, special parties and others.
* Maintain proper consumption levels as instructed by the company.
* Prepare proper forecast and reach desired revenues for all beverage outlets onboard.
* Sets an example for the entire F&B department by always displaying impeccable behaviour.
* Maintain a smooth interaction between entire department heads at all time.
* Monitor the moral of all F&B employees and their relationship to each other, with the other departments.
* Assist those employees in the F&B department who need it, ensure that all crewmembers in your department receive a complete familiarization and training for their positions when signing on.
* Creating a high level of moral within the F&B department, developing a good working relation with all others onboard departments, trough cooperating and communication.
* Reviews and preparing performance evaluations of all his/her department heads as well as approving all evaluations submitted by his/her department heads for F&B employees as per company's instructions.
* Maintaining effective cost control in all areas of the F&B department.
* Maintaining open communication with the responsible operation with the General Manager.
* Countersigning of all requisitions and purchase requests.
* Approves on a regular basis all overtime payments as prepared by his/her department heads and the comparing those figures to official budgets.
* Approves all work schedule prepared by his/her department heads.
* Assist guests in any special request, including but not limited to parties, special functions, and special diets.
* Perform other duties which are requested by the company.

**F&B Manager**

***DiamondBay Resort & Spa Nha Trang***

December 2015 – Feb 2016 (1 year 2 month)

**F&B Manager**

***Michelia Hotel nha trang***

October 2014 – Dec 2015 (1year 1 months)

* Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards
* Preserve excellent levels of internal and external customer service
* Design exceptional menus, purchase goods and continuously make necessary improvements
* Identify customers needs and respond proactively to all of their concerns
* Lead F&B team by attracting, recruiting, training and appraising talented personnel
* Establish targets, KPI’s, schedules, policies and procedures
* Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
* Comply with all health and safety regulations
* Cost control all F&B operations and products.
* Report on management regarding sales results and productivity

**Asst F&B Director**

***Diamondbay Resort & Spa Nha Trang \_ VietNam***

March 2014 – October 2014 (8 months)

**Banquet Manager**

***Diamondbay Resort & Spa Nha Trang \_ VietNam***

February 2012 – June 2014 (2 years 5 months)

Duties and Responsibilities:

* Schedule Staff based on event Orders/Banquet Covers forecast.
* Coordinate requirements with Food and Beverage Attendants as per

event orders and client requests

* Inspect and be responsible for final set-up arrangements.
* Handle guest queries and complaints in a professional manner.
* Prepare and present banquet guests checks, ensuring all

consumptions are duly charged.

* Maintain efficient files of all banquets documents including; event

orders floor plans, etc.

* Play an active role in selling and up-selling.
* Weekly preparation of banquets Log Book for submission to Director of

Food and Beverage as request.

* Liaise closely with the sales Department and be aware of changes to

the guest requirements.

* Consult with Executive Chef in all matters relating to quality and

presentation of food.

* Produce monthly manpower forecasts, revenue outlooks and partake in

the yearly budget process for Banquets

* Generate maintenance request to ensure all operating equipment is in

good order.

* Obtain quotes and submit silver, glass, china uniform, linen and

equipment purchase requests to Finance Department.

* Ensure that all associates comply with the grooming and uniform

standards.

* Conduct development and performance reviews, identifying key

personnel for further development and structured career pathing.

* Implement and maintain training systems to ensure that associates

have the necessary framework and skills to perform their job efficiently

and effectively.

* Prepare work schedules and annual leave schedules within budget,

business expectation and guidelines of the appropriate industrial

legislation.

* Oversees the selection and appointment of new associates within

department.

* Conduct regular staff meeting to keep all associates informed.

**Restaurant Manager**

***Diamondbay Resort & Spa Nha Trang \_ VietNam***

April 2010 – January 2012 (1 year 10 months)Vietnam

1. Managing Performance

* Ensure that the restaurant operates efficiently and effectively within the Company’s fiscal and operational guidelines.
* Ensure adherence to all local, state, and federal laws and regulations.
* Develop initiatives to build sales, profitability and guest counts. Maintain effective cost controls in support of these initiatives.
* Develop guest oriented quality, service, and cleanliness action plans to enhance guest satisfaction.
* Ensure all safety and security systems and procedures are followed to ensure health and safety of employees and guests.
* Ensure monthly safety meetings are conducted and recommendations are acted upon as appropriate.
* Ensure secure, safe handling and transportation of funds.
* Support and implement the Company local store marketing programs.
* Responsible for the physical/aesthetic maintenance of the restaurant.

1. Food Preparation & Production.

* Ensure that all menu items are made according to recipe and presented in a Famous manner.
* Utilize food production and inventory tools available to support this responsibility.
* Maintain a working knowledge of all recipes, products and production procedures.
* Ensure established standards of food safety and sanitation are maintained.
* Purchase food products within established guidelines. Oversee correct receipt, storage and handling of food products to ensure quality and freshness at all times.

1. Guests and Associates

* Respond to guest comments and criticism in a constructive and positive manner, looking at such as an opportunity to build guest count. Educate and empower subordinate managers and associates to act in a similar capacity.
* Ensure a safe and secure work and dining environment for associates and guests.
* Carry out supervisory responsibilities in accordance with all applicable laws and regulations.
* Demonstrate high ethical standards at all times, adhering to standards laid out in the Company’s Code of Ethics policy.
* Conduct regular associate/departmental meetings, utilizing tools provided by the support office.
* Ensure associates receive timely and meaningful performance reviews.
* Administer counseling and discipline to associates as necessary.

1. Staffing and Building Great Teams

* Staff restaurant with quality employees who value guest service and are committed to high standards of performance.
* Utilize established methods for interviewing and reference checks using tools provided by the support office.
* Orient all new hires utilizing company handbooks and support materials.
* Provide training and recognition to employees at all levels and maintains a team-oriented environment.
* Work within established guidelines and policies for training and development of associates.
* Select and develop management internal promote candidates. Review staffing and succession plans with Human Recourses Manager

1. Administration and Auditing

* Responsible for forecasting and generating restaurant annual budget. Maximize profit opportunities by developing realistic budgets.
* Analyze monthly operating statements and determine reasons for variances. Manage operational expenses to maximize profit potential.
* Responsible to meet or exceed budgeted sales and profit goals.
* Responsible to maintain labor efficiency ratios to ensure guest service and cost effectiveness.
* Responsible for restaurant P&L performance.
* Oversee all restaurant administrative requirements
* Ensure all reports, documentation, and other information required by support office departments are submitted in a timely and accurate manner.
* Maintain all employee files. Ensure that required documentation is complete and accurate within personnel files

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| **Asst Banquet Manager**  **Diamondbay Resort & Spa Nha Trang – VietNam**  Feb 2009 – Mar 2010 ( 1 year 2 months) |

**Banquet Supervisor**

**Diamondbay resort & spa - VietNam**

March 2008 – January 2009 (11 months)

**F&B Supervisor**

**Vinpearlland Vinpearl**

January 2006 – June 2008 (2 years 6 months)

References:

MR .ALAIN NGUYỄN

TEL: 01295456789 / 01666451111

FB director

Diamond Bay Resort & Spa

Nha Trang City, Vietnam

MR . ROLAND SVENSSON

TEL: 0911353357

General Manager

Amiana Resort & Spa

Nha Trang City, Vietnam

I hereby certify that the above information are all legal and correct to the best of my knowledge and belief.