

RESUME



PERSONAL INFORMATION

PHAM PHUONG KHANH HUYEN (KATY)

Female - 06 March 1999

Add: Born and raised in Ho Chi Minh City,
Vietnam

Height: 165 CM

Weight: 55KG

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OBJECTIVE

Working in such active and professional environment on cruise enables me to upgrade my skills and to gain new experiences by visiting different places and meeting new people, also to earn good money to establish my own charity fund back in my country.

WORK EXPERIENCE

- **From June 2019 – Present: Head Bar at Sol Kitchen & Bar**
 - Design and set up the bar also cooperate with different suppliers to get the best products and best deals.
 - Closely work with the kitchen team to create food paring drinks menu.
 - Calculate and finalize the costing of drinks menu.
 - Supervise bar team making daily and monthly inventory.
 - Train staffs on beverages and serving service.
 - Make home-made infusion, maceration, syrups etc.
 - Craft both classic and creative cocktails.
 - Always communicate with customers for offering them the best service.
 - Handle any drinks-relating situations occurring to customers.
 - Support other teams during busy hour by assist the kitchen team to prepare dishes and assist the floor team to serve drinks to customers.
 - Go to each table of customers to introduce the concept of my restaurant, to recommend dishes and drinks in the menus.
 - Always keep my eyes on customers to immediately meet their demands whenever they need.
 - Firm knowledge about Mexican – Latino popular food such as ceviche, empanada, carne asada, etc.
 - Firm knowledge about a la carte menu, set menu and combo menu.
- **From February 2018 – June 2019: Bartender at Rabbit Hole**
 - Make sure all items at the bar in order at all times.

- Craft classic and signature cocktails in the menu and also create spontaneous drinks whenever customers ask for.
- Serve drinks to customers' table and always properly maintain the conversation to make them feel relaxed and cared.
- Prepare juices, syrups, spirits, wine to open the bar.
- Clean and polish glasses and bar tools to close the bar.
- Make daily orders to suppliers.
- Make monthly inventory and report to Head Bar.
- **From August 2016 – October 2017: Bartender at Rooftop Bar Pullman Saigon Center**
 - Make daily inventory for wine and monthly for spirits.
 - Solid knowledge about Australian beef and wine. Introduce and recommend dishes in the a la carte menu for customers.
 - Craft classic and creative cocktails at the bar as well as at private events in the hotel.
 - Serve drinks to customers' table and support the service team during busy hour.
 - Prepare fruits, garnish, beers, wines, spirits, soft drinks, still and sparkling water bottles for opening the bar.
 - Clear bar tools, arrange bar shelf and polish glasses to close the bar.
 - Place daily orders and report to Head Bar.
- **From May 2013 – May 2016: Intern then PR Executive at Matterhorn Communications Ltd**
 - Go pitching with my director for new clients.
 - Make daily reports of each clients to my managers.
 - Collect news and prepare articles and editorials content for both online and offline channels.
 - Attend weekly meetings with clients and organize Press Conference to announce upcoming projects of my clients.
 - Contribute creative ideas, strategy plans to advise clients on their upcoming projects.
 - Closely work with journalists and other agencies to follow up my projects' process such as quotations, deals, articles' publishing deadlines etc.
 - Support other teams to meet their deadlines and at their projects' events.

EDUCATION/TRAINING

- Bachelor of Arts in International Relations Major in 2015
- Certificated bartender and barista by Saigontourist Hospitality College
- F&B training courses at Pullman Saigon Center

SKILLS

- Efficient team work

- Smooth work flow management
- Maintain great relations with colleagues and customers
- Well handle high pressure

HOBBIES

- Traveling around to explore new places and meet new people.
- Swimming/ Sunbathing/ Reading Tarot

ACHIEVEMENTS

- Havana Club Vietnam Champion 2019
- Singleton Session Winner World Class Vietnam 2019
- Zacapa Session Winner World Class Vietnam 2019
- Runner-up World Class Vietnam 2019
- Bartender guest shift at Atelier Cocktail Bar & Bistro in Brno Czech Republic 2018
- Bartender guest shift at Super Panda Circus Brno Czech Republic 2018