

Ngoc / Clover Pham

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I'm currently a content creator and writer for advertisement or news in Vietnam. I have experiences in communicate and service so these also my strength.

Work Experience

Server

KPOT Korean BBQ & Hot Pot-Houston, TX

August 2024 to Present

- Provided attentive service in a fast-paced Korean BBQ and Hotpot restaurant, assisting guests with grilling and hotpot preparation.
- Ensured timely food delivery, table cleanliness, and handled payments accurately.
- Recommended menu items to enhance the dining experience.

Server

Hem kitchen and bar-Houston, TX

April 2024 to July 2024

- Contributed to menu development by providing insights and suggestions based on market trends and customer feedback, enhancing the overall dining experience.
- Maintained a clean and organized work environment, adhering to food safety and sanitation standards to uphold the highest level of cleanliness.
- Worked efficiently in a fast-paced environment, multitasking between food preparation, plating, and ensuring timely delivery of dishes to guests' tables.

Server

Pho Hang & Grill-Houston, TX

June 2023 to April 2024

- Handled cash transactions and maintained cleanliness and organization of the dining area.
- Demonstrated excellent communication skills and attention to detail.
- Greeted and seated guests, took orders, and delivered food in a Vietnamese restaurant setting.

Server

Bon KBBQ-Houston, TX

September 2023 to March 2024

- Provide exceptional customer service in a fast-paced restaurant environment.
- Manage multiple tables efficiently while ensuring customer satisfaction.
- Collaborate with kitchen staff to ensure accurate orders and timely delivery of food.

Manager/Server

Pier 77 Seafood-Houston, TX

February 2023 to January 2024

- Directed daily operations and managed a team from front of house to back of house.

- Maintained high customer service standards and resolved feedback issues.
- Managed inventory and ensured quality of seafood and ingredients.
- Monitored financial performance and implemented cost control measures.
- Developed marketing strategies and organized promotions.

Education

High school diploma

September 2020 to November 2023

Skills

- Ability to Work Under Pressure
 - Fast Learner
 - Microsoft Office
 - Multitasking
 - Customer Service
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- Social Media Management
 - Search Engine Optimization (SEO)
 - Content Creation