

# ROCKY MAK

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## ABOUT ME

Well-mannered and polite, organised and reliable, seeking a position as a food and beverage assistant. Currently volunteering at a nursing home, I am interested in securing a position where I could assist with serving food and beverages in a similar situation.

## SKILLS

- Excellent communication skills
- Multilingual (English, Cantonese and Mandarin)
- Customer service experience
- Punctuality
- Wine knowledge
- Organisation skills

## QUALIFICATIONS

### **Hospo Start, Restaurant Association of New Zealand**

July 2019

Entry Level Hospitality Training

- Barista, FOH and Kitchen Skills
- NZQA Food Safety – US20666
- First Aid, St John Hospitality Course

### **Licence Controller Qualification**

Feb 2014

### **Auckland University of Technology**

2010 - 2012

- Diploma in International Hospitality Management with Chinese Electives

## WORK EXPERIENCE

### **Compass Group Auckland Hospital**

Food and Beverage Assistant / July 2019

- Trolley preparation
- Trolley delivery
- Trolley collections

### **Casual Mystery Shopper**

Creative Activation Junction / Oct 2017-Present

- Travel to different retail venues
- Record service interaction and report back to office
- Make recommendation for improvements and return every 2 months

### **Advanced Voting Translator and Issuing Officer**

Elections Commission / Sep 2017

- English – Chinese translation of voting process
- Voter verification and ID
- Post – election vote counting and data entry

### **Chilled and Liquor Assistant**

Farro Fresh / Feb 2017-Mar 2017

- Customer service & up-selling
- Stop close down procedures
- Stock replenishing

### **Runner**

Black Salt / Oct 2014 – Jan 2017

- Glassie
- Stock replenishing
- Bar maintenance & closing

## REFERENCES

### **Dan Keenan**

Duty Manager, Black Salt

P: 021 259 0558

### **Ashennafee Rickus**

Facilitator, Hospo Start

P: 027 202 0347

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## INTERESTS

- Wine
- Sports articles
- Karaoke
- Food & beverage pairing
- Learning languages