(646)932-4809
dorisfong@live.com

**EDUCATION**

2010-2015 **New York City College of Technology, CUNY, Brooklyn, NY**

 Bachelor of Technology in Hospitality Management

**EMPLOYMENT HISTORY**

**June 2013-Present** **Maid Café NY** Chinatown, N.Y.
 *Manager*

* Provide high level customer service to ensure guest satisfaction
* Maintain an efficient and productive operation
* Developed and oversee operational policies and procedures
* Ensure health and safety standards are met
* Manage meetings, exhibitions and events

**August 2011 – May 2013**  **Mulan Restaurant** Flushing, N.Y.
 *Hostess*

* Accepted and confirmed phone reservations, seated guests and confirmed their satisfaction when leaving; assisted planning for private parties
* Trained new hosts

**August 2008- May 2011** **Hon Chan D.D.S.** Flushing, N.Y.

 *Dental Receptionist & Dental Assistant*

* Greeted patients with respect and friendliness upon arrival
* Managed and organized day-to-day appointments and maintained patient records
* Provided oral hygiene instructions and sterilized dental instruments

**ACTIVITIES**

Active member of the Anna Nurse Club

**SPECIALIZED SKILLS**

Fluent in Chinese (Cantonese)

Proficient in Word, PowerPoint, Excel