



HO K I A N W O O N
Subang, Jaya Selangor
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◆ Summary

Experienced in F&B operations and customer service with strong leadership and communication skills. Able to manage outlet operations, lead teams, and drive sales performance. Seeking for Supervisor or Sales Executive position to contribute to business growth.

◆ Work Experience

Outlet Supervisor / Senior Crew

DIN TAI FUNG, Malaysia

2023 – Present

- Led and managed a team of 5–10 staff to ensure smooth daily operations
- Ensured all staff followed SOP and maintained service standards
- Handled customer complaints professionally, improving customer satisfaction
- Trained and coached new employees to improve performance and teamwork
- Monitored daily sales and supported upselling to increase revenue
- Managed stock control, ordering, and minimized wastage
- Coordinated with kitchen and front-of-house team during peak hours

◆ Key Achievements

- Successfully managed a team and improved overall service efficiency
- Contributed to increased sales through upselling and customer engagement
- Reduced customer complaints through better service handling

◆ Education

SPM

SMK USJ8

Year 2022

◆ Skills

- Team Leadership & Staff Management
- Customer Service Excellence
- Sales & Upselling Techniques
- Problem Solving & Decision Making
- Communication & Coordination
- Basic Microsoft Office

◆ Languages

- Chinese
- English
- Malay