**CURRICULUM VITAE**

**CHRISTA**

**CHRISTA.149397@2freemail.com**

VISIT VISA

**Objective:** An ambitious and goal oriented Professional who will always provide her customers with a top quality service that meets their needs and exceed their expectations Looking for a challenging and rewarding position, where my extensive experience will be further developed and utilized to ensure organizational growth.

**Key Skills & Competences:**

|  |  |
| --- | --- |
| * Welcoming personality.
 | * Great Negotiation skills.
 |
| * Proven customer service.
 | * Presentable and organized.
 |
| * Initiative.
 | * Team work and target driven.
 |
| * Communication skills.
 | * Self-Development.
 |
| * Self-confidence and fast learner.
 | * Passion for selling.
 |

**CAREER HISTORY:**

**HOTEL SAWA( CAFFÉ AROMATISE ET RESTAURANT) Buea CAMEROON (2015-2017)**

**POSITION: Restaurant Hostess.**

* Warmly greet guests and bid a tender departure and invite to visit again.
* Find out the seating place of guests as per requirement.
* Present menu and hot deals of the day.
* Run waitlist, servers and general dining room performance.
* Ensure that requirements for all guests are met; including small children, disabled or food allergic guests.
* Examine and maintain the entrance area, doors, windows in addition to menu covers and inserts.
* Create new settings as per requirements and clear additional settings if not needed.
* Gave quick and exact information and directions to guests.
* Answer all questions regarding the menu and services.
* Ensure coverage of the hostess stand at all times.
* Answer phones, took messages and made reservations.

**HOTEL SAWA( CAFFÉ AROMATISE ET RESTAURANT) Buea CAMEROON (2013-2015)**

**POSITION: WAITRESS/CASHIER.**

**DUTIES:**

* Greeting guests promptly after arrival to the restaurant, issuing menus and doing hosting them.
* Ensuring correct amount of cash at the beginning and end of the shift after completing sale processed in the drawer.
* Providing a courteous, professional, efficient, and flexible service at all times, following the hotels Standards of Performance
* Taking customer orders for food and drinks and serving them thereafter.
* Accepting payment by cash and card using Cash system, and managing all the credit card and cash transactions furnishing required change if required.
* Performing all duties and tasks in the assigned Place of Work and being flexible to carry on other tasks as the operations and Guest requirements may be.
* Assisting in shelf-stocking, cleaning-up, or keeping merchandise displayed in a proper manner.
* Receiving deliveries from suppliers and ensuring proper food management and safety in compliance with HACCP to ensure safety and reduce wastage.
* Making regulars checks to ensure proper functioning of fridges, coffee machine, griller, and other equipment.
* Partaking in Inventory checks and tracking usage of guest supplies.
* Receiving customers calls professionally about orders, queries, complaints in English, and French and reporting any complaints, lost & found and problems to management.
* Maintaining cleanliness and sanitation of the front-of the house including tables, chairs, and floors.
* Restocking dining room, silverware, glassware, utensils, and maintain adequate supplies in work stations.
* Doing opening and closing procedures as assigned to ensure smooth operation.
* Creating great and warm relationship with guests, exceeding their expectations and fostering good image of Hotel.
* Adhering to rules and regulations,

**BOULANGERIE PATISSERIE LA PAIX Buea CAMEROON**

**F & B SALES LADY – January 2011 -2013 (Part Time).
Duties;**

* Operating the tills, including cashing up and completing paper work at the start and end of shift.
* Assisting customers in the selection and purchase of items.
* Completing sales sheets at the end of the day.
* Ensuring that the shop counter is always manned.
* Processing cash transactions accurately & efficiently.
* Managing the till, taking money from customers and hanging out receipts.
* Serving customers by picking pastries like croissants, buns, cakes etc
* When required wrapping up purchased items for customers.
* Following policies & procedures relating to cash & stock handling.
* Assisting in shelf-stocking, cleaning-up, or keeping merchandise displayed in a proper manner.
* Receiving deliveries from suppliers and ensuring proper food management and safety in compliance with HACCP to ensure safety and reduce wastage.
* Handling customer’s complaints in a professional and diplomatic way.
* Keeping the shop floor clean and tidy at all times.
* Setting up promotional displays.
* Organizing promotional events like sampling
* Promoting the shop and its products at every opportunity.
* Highlighting special promotions to customers.
* Restocking the sales areas.
* Giving expert advice to customers regarding products.
* Cleaning the shop, hovering, polishing etc.

**EDUCATIONAL QUALIFICATION:**

* GCE ADVANCED LEVEL CERTIFICATE (HIGH SCHOOL CERTIFICATE).
* Bachelor of Education (B.Ed) Degree, University of Buea, Cameroon

**LANGUAGE AND COMPUTER SKILLS:**

* English and French languages (read, write and speak fluently).
* Extensive knowledge Windows operating system, versed with MICROSOFT Office (Word, Excel,)

**References:** Available upon request.