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**APPLIED POSITION : Waiter**

**CAREER OBJECTIVE**

***Share my expertise and skills as a Waiter; make my maximum contribution to achieve your goals for your satisfaction and that of your guests.***

**WORK EXPERIENCE**

**July 21, 2015 to January, 2016**

**ANANTARA DUBAI THE PALM RESORT & SPA**

**Waiter**

**UAE**

* Greet guests and escort them to their tables.
* Check guests identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
* Serve food and/or beverages to guests; prepare and serve specialty dishes at tables as required.
* Check with guests to ensure that they are enjoying their meals and take action to correct any problems.
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Inform guests of daily specials.
* Prepare checks that itemize and total meal costs and sales taxes.
* Present menus to the guests and answer questions about menu items, making recommendations upon request.
* Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
* Stock service areas with supplies such as coffee, food, tableware, and linens.

**April 2013 - November 2014**

**CASH IVOIRE SUPER MARCHE**

* Greeting customers who enter the shop.
* Be involved in stock control and management.
* Assisting shoppers to find the goods and products they are looking for.
* Being responsible for processing cash and payment.
* Stocking shelves with merchandise.
* Answering queries and dealing with customer complaints.
* Giving advice and guidance on product selection to customers.
* Keeping the store tidy and clean.
* Attaching price tags to merchandise on the shop floor.

**2008 - 2009**

**LEO HOTEL**

**Hotel Cashier**

* Responsible for the day-to-day management of a hotel and its staff.
* Promoting and marketing the business.
* Maintaining statistical and financial records.
* Greet customers entering establishments.
* Dealing with customer’s complaints and comments.
* Addressing problems and troubleshooting.
* Carrying out inspections of property and services.
* Ensuring security is effective
* Answer customer's question, and provide information on procedures or policies.

**2006-2007**

**NOUVELLE PARFUMERIE GANDOUR**

**General Helper**

* A variety of general labor duties
* A variety of janitorial duties
* Maintain department quality standard
* Responsible for sanitation and cleanliness
* Maintain equipment by completing preventive maintenance, troubleshooting failures, calling for repair, monitoring equipment operation.
* Sort received materials.
* Report anything that is unsafe or hazardous to maintenance.

**PROFESSIONAL CERTIFICATE**

* **BASIC FOOD AND HYGIENE assessment completed**

**23 August 2015**

* **Trip Advisor for Service Excellence**

**By Creating Amazing Stories in Anantara**

**September 2015**

* **SERVICE EXCELLENCE**

**By Amazing Stories in Anantara**

**EDUCATION**

* **CERTIFICAT d'APTITUDE d'AGENT de SECURITE en IMMEUBLE de GRANDE HAUNTEUR**

**Safety Certificate for Tall Buildings**

**Office National de la Protection Civil de Cote d'Ivoire**

**February 2015**

* **CERTIFICAT d'APTITUDE d'AGENT de SECURITE INCENDIE**

**Fire Safety Certificate**

**Office National de la Protection Civil**

**February 2015**

* **BREVET NATIONAL de SECOURISME**

**National Diploma in Safety**

**Office National de la Protection Civil**

**September 2014**

* **HIGHER NATIONAL DIPLOMA**

**Major in Information Technology Management**

**July 2008**

* **HIGHER NATIONAL DIPLOMA**

**Major in Telecommunications**

**July 2006**

* **HIGH SCHOOL**

**July 2004**

**PERSONAL INFORMATION**

Date of Birth : February 8, 1984

Nationality : Ivoirian

Language known : French and English

*I hereby declare that the information furnished above is true and correct to the best of my knowledge.*