**First Name of Application CV No 1646388**

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**OBJECTIVE**

* To continue my career with an organization that will utilize my management, supervision and administrative skill to benefit mutual growth and success.

**SKILLS**

* Organized and efficient
* Quick problem solver
* Thrives in fast-paced environment
* Committed team player
* Courteous, professional demeanor
* Flexible schedule capability
* Guest relations professional
* Up-selling capability
* Attention to details and problem solving skills

**WORK HISTORY**

WURTH GULF FZE, JEBEL ALI FREEZONE DUBAI, UAE

**Sales Consultant /Showroom in charge** February 14 2015 to Present

* Educate the client about the company profile
* Answer and direct phone calls
* Reactivate existing Zero Customers
* Maintain contact list
* Organize and schedule meeting and appointment
* Selling
* Making Promotion and Marketing strategy
* Find out prospective customers/clients and new target segment and penetrate sales
* Monitoring the situation of the market ups and down and finding out the competitors

**SIDE DUTIES**

* Assisting walk in customer
* Answer and direct phone calls
* Checking expired items and stock availability
* Receiving materials
* Invoicing
* Accumulate customer balances
* Develop and maintain filing system

RUSSOS NEW YORK PIZZERIA , UAE

**Server/Hostess**  February 10 2013 to February 10 2015

* Consistently provided professional, friendly and engaging service.
* Displayed enthusiasm and knowledge about the restaurant's menu and products.
* Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.
* Developed and maintained positive working relationships with others to reach business goals.
* Demonstrated genuine hospitality while greeting and establishing rapport with guests.
* Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
* Provided friendly and attentive service.
* Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
* Proactively prepared for large parties and reservations, anticipating planning and staffing needs.
* Bussed, cleared, cleaned and set tables in a quiet and efficient manner.
* Resolved guest complaints quickly and efficiently.
* Delivered quality service by providing a warm and welcoming environment.
* Maintained complete knowledge of restaurant menu, including daily specials.
* Assisted with guest inquiries, take-out orders and restaurant cleanliness.

DUSIT THANI, MANILA PHILIPINNES

**Server** August 2011-september 2012

* Consistently provided professional, friendly and engaging service.
* Skillfully promoted items on beverage lists and restaurant specials.
* Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
* Displayed enthusiasm and knowledge about the restaurant's menu and products.
* Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.
* Set dining tables according to type of event and service standards.
* Developed and maintained positive working relationships with others to reach business goals.
* Demonstrated genuine hospitality while greeting and establishing rapport with guests.
* Provided friendly and attentive service.
* Precisely described menu items and special offerings and appropriately identified wine pairings.
* Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
* Restocked the salad bar and buffet, refilled condiments, organized pantry area and swept and mopped floors.
* Resolved guest complaints quickly and efficiently.
* Received frequent customer compliments for going above and beyond normal duties.
* Assertively upsold alcoholic beverages, appetizers and desserts.
* Carefully pulled out guest chairs, placed clean and current menus in front of guests and recorded accurate drink orders.
* Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
* Continually monitored dining rooms for seating availability, service, safety and well-being of guests. Effectively listened to, understood and clarified guest concerns and issues.

JOLLIBEE FOOD CORP, CAVITE CITY PHILIPINNES

**Counter crew** May 2008 to November 2009

* Upheld highest standard for cleanliness of glass and silverware.
* Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.
* Consistently kept kitchen areas clean and free of debris and water.
* Routinely removed trash and debris from restaurant.
* Inspected, pulled and stacked cleaned items and sent soiled items back for re-scrubbing and re-washing.
* Maintained high standards of cleanliness and sanitation.
* Consistently provided professional, friendly and engaging service.
* Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.

**EDUCATION BACKGROUND**

MONTESSORI PROFESSIONAL COLLEGE, CAVITE CITY PHILIPINNES (JUNE 2009-MARCH 2011)

Associate of Science in HOTEL AND RESTAURANT MANAGEMENT

* Coursework in Hospitality Management
* Coursework in Hotel Management and Hospitality Management
* Coursework in Restaurant and Hospitality Operations
* One of the top of the class
* Continuing education in hotel and restaurant management and restaurant management

**ACCOMPLISHMENTS**

* Consistently rated "excellent" in customer surveys regarding server friendliness, promptness and attentiveness.
* Selected to serve notable VIP guests for major private events.
* Earned a 10% bonus for successfully up-selling the most items from the restaurant's new summer menu.

**CERTIFICATIONS**

* How to start a business (august 29,2009) Manila,Philipinnes
* OJT in Tagaytay country hotel (September-December 2010) Tagaytay,Philipinnes

**ADDITIONAL INFORMATION**

* Nationality (Filipino)
* 24 years of age
* October 8 1991
* Single
* Female
* 5'3 height
* 55kg weight
* languages (English, Tagalog)