Curriculum Vitae

of

**JOSEPHINE**

**JOSEPHINE.295342@2freemail.com**

**Skills:**

* Microsoft Word, Excel, SEO backlinking
* Excellent customer service skills
* The ability to remain calm even under pressure
* Good numeracy skills for dealing with bills and payments
* The ability to work on my own and as part of a team
* Standard awareness of health and safety issues

With utmost interest in learning food and drink menu

**Work Experience**:

February 15 2016 – May 31 2016 **Waitress**

 **Intercontinental Hotels Group**

 **Al Badia Golf Club Dubai UAE , Spikes Restau**rant

Job Description:

* + Deals with customers professionally
	+ Offer the customer a variety of food choices in accordance to their needs
	+ Handles and Solve customer’s complaints and problems in relation with the menu
	+ provided by the store
	+ To ensure that SOP Basic standards are adhered to in order to achieve the level of service established in the Departmental Operations Manual.
	+ To be knowledgeable of hotel and department’s products and services
	+ Ensuring maximum guest satisfaction.
	+ To establish a rapport with guests maintaining good relationship. To report “lost and found” items.
	+ To ensure that the outlet is kept clean and organized, both at the front as well as the back of house.
	+ To ensure that all associates provide courteous and professional service at all times.

March 2014 – January 2015 **Waitress**

 **Zoey Café**

 **Iligan City, Philippines**

Job Description:

* Deals with customers professionally
* Offer the customer a variety of food choices in accordance to their needs
* Handles and Solve customer’s complaints and problems in relation with the menu provided by the store

Sept. 2009 – Dec. 2013 **Outsourcing Service Representative**

 **Jevans Outsourcing Company**

 **Iligan City, Philippines**

Job Description:

* Assist customers inquiries
* Professionally answer the customers questions about the services
* Offer the customer alternative way of selecting the product that will still meet his needs/requirements.
* Enthusiastically deals with the customer to maintain good relationship with them

Feb. 2007 – Aug. 2009 **Cashier cum Customer Representative**

Chowking Chinese Food Chain

 Iligan City, Philippines

Job Description:

* Enthusiastically explain customers inquiries
* Deals with customers professionally
* Offer the customer a variety of food choices in accordance to their needs
* Handles and Solve customer’s complaints and problems in relation with guests

March 2005 – December 2006

 **Sales Lady/ Sales Staff**

 **Tristar Merchandize**

 **Iligan City, Philippines**

Job Description:

* Assist and inform the customers about the products the company or the mall sells.
* Help the guest or customers find your size, style and color and help them fit the merchandise if a guest or customers prefer to do so.
* Work with customers with the most cheerful and pleasant disposition

**Educational Attainment:**

College : STI e-College

 Cebu City, Philippines

 June 2001 – March 2002

Secondary : Abellana National School

 Cebu City, Philippines

 June 1997 – March 2001

Primary : Our Lady of Academy

 Davao City, Philippines

 June 1991 – March 1997