**Maria Leny E.Garciano**

**Objectives**: To be part of a company where I can impart my skills and talents and at the same time develop my potential further towards a successful future.

**Educational Background:**

**Tertiary:**

**Southern Mindanao Colleges**

Pagadian City

1996-2000

BEED-Bachelor of Elementary Education

Major in Music, Art and Physical Education

**Secondary**

**Lapuyan National High School**

Lapuyan,Zamboanga Del Sur

1992-1995

**Primary:**

**Margosatubig Pilot Training Center**

Margosatubig, Zamboanga Del Sur

1985-1991

**Skills:**

Knowledge of Microsoft word

**Job Experience**

**Middle East Group LLC.**

**Mall of Emirates ( Cashier 2012-2016)**

**Duties and Responsibilities**

* **Welcome customers who enter the restaurant and ensure that they are being looked after by waiters.**
* **Respond to customers complaints and take necessary actions resolve theirs issues**
* **Enter transactions in the cash register and provide customers with the total bill**
* **Sort and count currency coins**
* **Issue receipts and change to customers**
* **Count money at the beginning and ending of each shift**
* **Ensure that all checkout counters have enough cash**
* **Perform the duties of customer service representative when required**
* **Ensure management of daily cash accounts**
* **Resolve customer complaints in a proactive manner**
* **Train other staff members to work as cashiers**
* **Keep the work area tidy and clean**

 **Café Supreme**

**Middle East Group LLC.**

**Al-Ghurair Center Al Rigga (Waitress 2009-2012)**

**Duties and Responsibilities**

* **Greets guests and presents them with the menu.**
* **Informs guests about the special items for the day and menu changes if any.**
* **Suggest food and beverages to the guest and also try to upsell.**
* **Take food and beverages orders from the guest on the order taking pad.**
* **Issuing receipts, accepting payments, returning the change.**
* **Performing basic cleaning tasks as needed or directed by supervisor.**
* **Filling in for absent staff as needed.**
* **Communicate to the guest and provide assistance with their queries.**
* **Co-ordinate with the busperson, kitchen staff, bar staff to ensure smooth operation and guest satisfaction.**
* **Server food and beverages to the guest as per the course of order.**
* **Observes guests and ensure their satisfaction with food and service.**
* **Promptly respond to guest with any additional request.**
* **Maintain proper dining experience, delivering items, fulfilling customer needs, offering.**
* **Desserts and drinks, removing courses, replenishing utensils, refilling glasses.**
* **Adhere to grooming and appearance standards consistently.**
* **Must have some familiarity with basic cooking skills.**

**4 STEP E-MART**

Malihan St, Dasmarinas Cavite

Cashier

November 2004- August 2005

BEST EMPORIUM

Corner B. Aquino and Rizal Ave. Pagadian City

Sales Lady

June 2003-September 2004

**Job Seeker First Name / CV No: 1799604**

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