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| **CURRICULUM VITAE** |
| Name | Locentia  |  |
| Date of Birth | 2nd February 1987 |
| Nationality | Zimbabwean |
| Email | Locentia.322609@2freemail.com  |
| Marital Status | Single |
|  **OBJECTIVE** |

Seeking a position in a reputable organization where my qualifications and experience will be an asset.

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| **SKILLS AND COMPETENCES** |

* Excellent data entry and sales skills
* Excellent analytical and problem solving skills
* Excellent research and report writing skills
* Strong project management skills
* Excellent interpersonal and communication skills
* Very fast learner who can adapt to any situation or environment easily
* Able to work in a fast paced environment
* Internet proficient and advanced Microsoft Office User
* Exceptional hardworking team player

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| **WORK EXPERIENCE** |

**Senior Waitress**

**3in1 Restaurant -** Vida Hotel Dubai, U.A.E

***Nov 2014 - Current***

**Duties and Responsibilities**

* Welcome guests and escort them to their tables.
* Menu recommendations and offering advice whenever required by the guest.
* Serve food and drinks as well as attend to guests’ needs.
* Practising the ABCs of dining.
* Keeping the place of work and surrounding area clean and organized at all times.
* Attending to customer complaints and ensuring that guests are happy at all times.
* Cashing up at the end of the shift and ensuring the Cashier tally sheet is accurate and any discrepancies are noted and signed by a manager.
* My duties as a Senior Waitress also include taking bookings and attending the front desk. I manage the reservations and group bookings as well as the floor allocations at the beginning of every shift. I’m also in charge of making call backs every morning as a way of getting feedback from our guest

**Waitress**

**Nezesaussi, Al** **Manzil** **Hotel** Dubai, U.A.E

***May 2012 – Oct 2014***

**Duties and Responsibilities**

* Greeting guests, escorting them to their tables and making them feel comfortable
* Notifying guests on the Bar and Chef’s specials
* Taking orders from guests
* Keeping the Place of Work and surrounding area clean and organized at all times
* Removing dishes and glasses from tables, and taking them to kitchen for cleaning
* Preparing accurate checks that itemize and total meal costs and sales
* Giving guests an accurate bill then taking payment from them in cash or credit cards
* Adhering to all Company Rules and Regulations, Licensing Laws and Measure Acts

**Call Centre Operator**

Mr. Delivery - Sandton, Johannesburg, South Africa

 ***Jan 2008 to July 2012***

**Duties and Responsibilities**

* Answering calls and responding to emails
* Handling customer inquiries both telephonically and by email
* Managing and resolving customer complaints
* Research required information using available resources
* Providing customers with product and service information
* Capturing new customer information into system
* Updating existing customer information
* Routing calls to appropriate resource
* Following up customer calls where necessary
* Documenting all call information according to standard operations and procedures

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| **EDUCATION QUALIFICATIONS** |

**Diploma – Customer Service and Office Administration**

*College Campus, Johannesburg, South Africa (2007- 2009)*

**GCE O Level**

*Jameson High School, Kadoma, Zimbabwe (2000 - 2003)*

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| **REFERENCES** |

**On Request**