

**CURRICULUM VITAE**

**NAME**; Yanis

[Yanis.329377@2freemail.com](mailto:Yanis.329377@2freemail.com)

**ACADEMIC PROFILE**

**HIGH SCHOOL SECONDARY**

Waitress/cashier

**OBJECTIVE;**

A motivated Waitress with an experience in a busy restaurant. Looking for an exciting and challenging environment to be able to express my skills. I am an optimistic and hard working person with a very sociable attitude good for an environment like this.

**SKILLS AND QUALITIES;**

* Extensive knowledge of principles and processes for providing customer service, including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
* Wide knowledge of principles and methods for showing, promoting, and selling products or services, marketing strategy and tactics, product demonstration, and sales techniques.
* Strong communication and interpersonal skills
* intermediate in English and Fluent French languages
* **EXPERIENCE;**
* **JANUARY -APRIL 2016 HOTEL RESIDANCE LA FALAISE DOUALA CAMEROON**

**INTERNT CUSTOMER SERVICE**

* Greeted guests as they enter the hotel and provided them with needed information
* Ensure reservations are done in a timely and efficient manner.
* Directed guest to their rooms and their rooms and other services
* Managed conflict resolution when necessary
* Checked guest in and out of the hotel

1. **2013-2015 CHARIOTTE HOTEL BUEA CAMEROON**

**WAITRESS**

* Checking customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages,
* checking with customers to ensure that they are enjoying their meals and take action to correct any problems,
* escorting customers to their tables, explaining how various menu items are prepared, describing ingredients and cooking methods,
* informing customers of daily specials, preparing checks,
* presenting menus to patrons and answering questions and making recommendations upon request.
* Active in removing dishes and glasses from tables or counters and taking them to kitchen for cleaning,
* serving food and beverages to patrons, preparing and serving specialty dishes at tables as required,
* stocking service areas with supplies such as coffee, food, tableware, and linens.

**Reference upon request**