

Zaide

Zaide.337649@2freemail.com

**PERSONAL SUMMARY**

 An enthusiastic and talented professional customer service skill able to work in synergy with people of different nationality. She has a positive attitude and capable working under pressure . Great effective communicative approach with sense of organization. Zaide Jane focused on making sure that every guest is served to the highest possible standards by having an outgoing polite and professional attitude towards all patrons. Constantly working hard to ensure that guests expectations are met and that their time spent is a memorable one. Right now she is looking for a suitable position with a company that has a unique environment that fosters individual growth and reward performance.

**PROFESSIONAL EXPERIENCE**

**Sammach Dubai, UAE**

Hostess December 2014 – December 2016

* Greet guest and patrons personally as they enter into the establishment
* Receive and record dining reservations on the telephone
* Politely request guest to wait in waiting area if no table is available
* Ensure neatness and cleanliness of the stations
* Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant
* Resolve guests’ concerns in a prompt manner

**Sizzlin’ Pepper Steak Quezon City, Phil.**

Management Trainee August 2012 – April 2014

* Analyze and plan restaurant sales levels and profitability
* Prepares report at the end of the shift/week including staff and food control and sales
* Meetings and greetings customers and organising table reservations
* Perform administrative activities such as scheduling, budgeting and payroll
* Recruiting, training, managing and developing team.

**Sizzlin’ Pepper Steak Quezon City, Phil**.

Hostess July 2011 – June 2012

* Keep the customers as comfortable as possible.
* Monitor the status of each table and provide guests with the menu and explain specials
* Welcome and lead the guest to their tables
* Answer phone calls and take reservations
* Ensure the work area is clean and organized
* Thank guest as they leave and invite them in return.

**Bench Quezon City Phil**

Sales Clerk July 2009 – November 2010

* Greet customers as they come in to the store
* Provide customers with information on product price and any associated discounts
* Stay nearby in case customers need any assistance with finding what they are looking for
* Practice suggestive selling skills in order to attain bigger sales
* Escort customers to cash registers and run them through the payment procedure
* Keeps the shop and shelves tidy, take stock on inventory on shelves

**EDUCATION**

**Southeast Asian College, Inc. Quezon City, Phil.**

Bachelor of Science in Hotel and Restaurant Management, March 2011

**TRAINING EXPERIENCE and CERTIFICATES**

250 Hours Practicum 600 Hours Practicum

Restaurant-Flapjacks. Diamond Hotel Philipppines

UP-Ayala Techno Hub Yurakuen Kitchen

April 6 - May 7,2009 Roxas Blvd. Cor Dr. J Quintos, Manila

 January 13- April 3, 2011

**ADDITIONAL SKILLS**

* Microsoft office ( Word , Excel and PowerPoint)
* Familiarity of Point of Sales and software
* Excellent communication skills with a focus on customer service
* Ability to work in a team

**REFERENCES**- Available on request.