**Paul**

**Paul.338304@2freemail.com**

To whom this may concern,

Greetings!

I am delighted to hear about your recruitment, as I have been looking for just such an opening, and firmly believe that my background and potential would make me a perfect candidate for your vacancy.

With over 4 years of proven Senior Crew experience in UAE, dealing with customer requests for service and resolving problems as far as customer service is concerned, I feel that I have all of the competencies you are looking for. As a well-organized and self-disciplined individual with the ability to prioritize daily responsibilities under pressure, I feel that I can make a great impact on your day to day operations. In addition to this I have proven up cake decorating skills, experience of using the latest POS software and a history of improving customer service keeping in mind their satisfaction in every services rendered.

I have an empathetic, yet assertive manner, and possess excellent one to one communication skills. Furthermore, I possess the right balance of being friendly and approachable, whilst being able to make those hard decisions needed to keep things moving.

I see your vacancy as a unique opportunity to work for a company that prides itself on its staff development and provides its employees with a supportive working environment.

If you require any further information from me, then please get in touch. In any event, I look forward to hearing from you as the recruitment process progresses.

PAUL

**SENIOR CREW, STORE INCHARGE, SALES COORDINATOR, CAKE DECORATOR**

**Profile**

An accomplished, versatile and results driven person with a proven track record in customer service and sales, ultimately benefitting the company bottom line.

**Career Objective**

To obtain a position as a team player in a people oriented organization that offers a constructive workplace for communicating and inter acting with customers and people where I can maximize my customer-service skills in a challenging environment to help achieve company goals.

**Key Competencies**

* Patience
* Attentiveness
* Clear Communication Skills
* Product Knowledge
* Time Management
* Ability to Read Customers
* Calming Presence
* Goal Oriented

**Qualifications**

* Senior Crew, Store In Charge
* Highly motivated with strong organizational skills
* Ability to adapt easily to new environment
* Ability to work effectively under pressure and for long and extended hours
* Ability to multitask
* Diligence and dedication to work
* Great sensitivity to the needs of others specially to customers
* Professionally inclined

**Career Summary**

**March 17, 2012 to October 31, 2016: Coldstone Creamery UAE**

Senior Crew, Store in Charge & Cake Decorator

* Supervise order preparation
* Take orders from customers and present as requested
* Process bills and issue receipts
* Supervise and coordinates outdoor delivery
* Supervise and help in table and area clean ups
* Decorates cake as per customer requirements
* Serve and pack foods to customers in most efficient manner
* Provide helpful answer to queries of customers
* Furnish customers with helpful information regarding services, timings and offers

**May 7, 2011 to October 25, 2011: Timex Philippines**

Sales Associate

* Asses customer needs and provide assistance and information on product features
* Maintain in stock and presentable condition assigned areas
* Actively seek out customers in store
* Remain knowledgeable on products offered and discuss available options
* Team up with colleagues to ensure proper customer service
* Build productive trust relationship to customers

**March 3, 2010 to March 31, 2011: JP Networks Inc, Philippines**

Sales Demonstrator/Promoter

* Demonstrate and explain products, methods and services in order to provide customers proper information
* Keep areas neat while working, return items in correct designated locations
* Prepare and alter presentation contents to target specific clients
* Provide accurate product information to clients

**May 23, 2007 to December 17, 2009: Red Ribbon Bakeshop, Philippines**

Service Crew

* Welcome Customers as they come into the store
* Help customers to settle down and take their orders
* Process orders and generate bills
* Clean tables and messed areas
* Serve and pack ordered foods in most effective manner
* Assist kitchen staff and outdoor delivery staff

**May 1, 2006 to May 15, 2007: Greenwich Pizza, Philippines**

Service Crew

* Greet Customers
* Present menus, take orders, prepare and present orders Inform customers for daily specials
* Suggests desserts and beverages
* Generating receipts
* Maintain clean and well organized service areas

**EDUCATIONAL QUALIFICATION**

**Golden State College**

**Hotel & Restaurant Management**

Graduate

General Santos City,

Philippines

Academic Year 2007-2009

**PERSONAL DETAILS**

Date of Birth: January 25 1989

Place of Birth: Davao city, Philippines

Age: 27

Nationality: Filipino

Languages : English (Fluent), Tagalog (Mother tongue)

Civil Status Single

Visa status Visit Visa

Character References: Available upon request