 Nictonia

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*A very Confident, Self-Motivated, Strong Communicator and enthusiastic Professional*, *Effectively &Reliably Managing Successful Multi – level Customer Care Services, front office and Waitress responsibilities.*

1. **CORE COMPETENCES**

\* Customer Care Service \* Waitress \* Receptionist Duties

\* Guest Relations \* Vender Negotiation \*Branding & Promotions

1. **PROFESSIONAL EXPERIENCE**

**HILTON HOTEL – YAOUNDE CAMEROON October 2015 till March 2017**

Designation**: Waitress / Guest Relations support Staff.**

**Core Functions:**

* Welcome guest warmly into the hotel.
* Set up / break down of stations, clearing / resetting up of tables. Checking tables before service is provided.
* Maintained and ensured the overall cleanliness of my assigned station and hotel.
* Perform accurate cash / credit handling and POS procedures in accordance with company policies and procedures.
* Up sold food and beverages menu items, maximizing profits where ever possible.
* Polished and stock equipment for operation (silverware, linens and glassware)
* Set up tables with equipment per design
* Provided friendly courteous & professional service to all internal & external customers / guests always.
* Retained and maintained complete knowledge of all food and beverage menu items.
* Worked as a team with colleagues, providing best support when necessary to guest.

**MAWA HOTEL – BAMENDA CAMEROON MARCH 2015 – SEPT 2015**

Designation**: Guest Relations Officer (Internship).**

**Core Functions:**

* Provided excellent customer service to customers and guests.
* Provided guest with personal recognition when and where necessary in the hotel premises.
* Greeted guest arriving and bit farewell to departing guests with a smile that created a lasting impression of the hotel’s standard.
* Provided in room checking and guest grooming for VIP guests.
* Updated the system on guest arrival and necessary demands.
* Reviewed current arrival list and familiarized myself with the names on daily basis.
* Assisted with the preparation of amenities programs and its distribution.
* Attended to guest needs / queries promptly with efficiency.
* Maintained an active presence in the hotel lobby.
* Updated and maintained accurate guest history program.
* Reported daily activities in the log book.

**3. EDUCATION & QUALIFICATIONS.**

2017: Bachelor in Business Administration – University of Bamenda - Cameroon

2015: Diploma in Hospitality Management. – HIBUMS BAMENDA

2014: GCE – Advanced Level Certificate

1. **COMPUTER SKILLS & KNOWLEDG.**
* MS package and Electronic social Communication
* Social Media Interactions

**5. LANGUAGES SPOKEN Bi-Lingual.**

* English - Oral & Written Excellent
* French – Oral

**6. INTRESTES AND ACTIVITES.**

* Music Songs & poetry Writing.
* Net / Volley Ball.

**7. REFRENCES ARE AVALIABLE ON REQUEST**