# marixcel pic.pngMarixcel

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**Objective**

To work hard with full dedication for the achievement of organization objective under satisfying job contact, hence enhancing my skill and knowledge and ready to learn new things.

**Personal Summary**

A polite, well spoken and hard working waitress with experience of working in a busy restaurant environment looking after the needs of patrons. Attentively at all times with a willing and helpful manner that is required to answer phone calls, taking reservations and prepare bills. Always approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team.

 Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities.

**CORE COMPETENCIES**

|  |  |  |
| --- | --- | --- |
| – Menu Presentation | – Order Synchronization | – Food Service |
| – Table Setting | – Table Clearing | – Side Work |
| – Beverage Preparation | – Guest Reception | – POS Handling |
| – Bill Processing | – Station Set-up | – Special Items Promotion |

**Professional Experience**

**WAITRESS| Bestfriends Restaurant | 2015– January 2017 | Manila,Philippines**

**Main Duties:**

* Responsible to take orders and assist the cook to prepare food as per order of customers.
* Responsible in assisting the manager in preparing the menu card as well as price list.
* Providing effective supervision of all food and beverage services.
* Responsible to prepare recites and collect payments from the customers.

**Avon Representative | Avon | 2001-2015 | Valenzuela,Philippines| Sideline Job**

**Main Duties:**

* Provide direct customer services by informing them of products and services
* Create and execute appropriate strategic plans to bring in more business.
* Explain products’ value and capabilities to customers
* Meet individual and company sales targets
* Promote new products to walk-in customers and record orders
* Process payments in terms of cash, checks and credit cards
* Maintain stocks and inventory

**Waitress | Sizzling Plate Restaurant| 2013-2015 | Valenzuela,Philippines**

**Main Duties:**

* Provided customer services for up to eighty customers everyday.
* Assisted customer in menu determinations.
* Served dishes at tables according to order.
* Recommended wines and other drinks to customers.
* Assisted the manager to clean and close the restaurants after the hours.
* Attended monthly staff meetings and training sessions.

**Sales Associate | SM Department Store| 2012-2013 | Valenzuela,Philippines**

• Greet customers at the store and provide them with information on their required products
• Lead customers to desired shelves or aisles and assist them in locating products
• Explain product features and benefits by performing demonstrations and answer any questions that customers may have
• Provide information regarding prices and after sales services and ways in which the latter can be obtained
• Suggest additional products in a bid to meet the company’s and self-sales targets
• Assist customers in making decisions regarding suitable purchases based on their specific likes
• Lead customers through the payment process by assisting cashiers with discount information and markdowns

**Waitress/Receptionist | Tochigi Japan| 2004-2007 | Valenzuela,Philippines**

**Main Duties:**

* Providing a warm welcome for customers.
* Receive food & drink orders & serve customer requests to the standards required.
* Serving dishes to customers at tables. Learning the names of & building relationships with regular customers.
* Ensure timely delivery of all food & beverage items to customers. Understand menu content and keeping up to date with any menu changes.
* Making recommendations from the menu if requested.
* Answer guest queries in a polite and helpful manner. Clearing cutlery and dishes away from tables.
* Passing food orders through to the kitchen staff promptly

**Receptionist|  Greenboys Group Inc. | 1999-2002 | Mandaluyong,Philippines**

**Main Duties:**

• Answer inquiries regarding services and availability of the personnel

• Schedule, reschedule and cancel appointments

• Answer telephone calls and transfer calls to the appropriate person

• Provide information to callers over the telephone

• Respond to emails and office correspondence

• Update employee attendance and visitors’ records

* Assist in resolving clients’ issues and complaints

**Key Skills and Strengths**

* Professional work ethic.
* Multi tasking.
* Excellent written and verbal communication skills.
* Ability to work in a team.
* Sales and marketing skills.
* Customer service skills.
* Good leadership abilities.

**Academic Qualification**

1996-1997 Bachelor of Science and Technology in Hotel and Restaurant Management

 Under Graduate

1995-1996 Caruhatan National Highschool

**Personal Details**

**Date of Birth: October 26, 1979**

**Age:37**

**Languages:** Filipino, English, Nihonggo

**Nationality:** Filipino

**Civil Status** Married

I hereby certify that the above information is true and correct to the best of my knowledge.