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| ***Che******Che.366402@2freemail.com*** |  |

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| **PROFILE SYNOPSIS** |

Versatile, Dynamic and Gulf experience professional offering 9+ years of broad experience, skills and peculiarity for a solid career foundation in a progressive enterprise; acquired practical work experience in handling, Food and Beverage, waiter, Bar Attendant and Customer Service related functions Possess a strong enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, problem-solving and interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths** |
| * Gained 9+ years experience within hospitality Industry
* Adept with wide range of cuisines and beverages
* Strong Analytical, Organization & Coordination skills
* Capabilities to deal with Multi-cultural Clientele
* Communication, Negotiation & Problem Solving Skills
 | * Ability to perform multi-task and meet tight deadlines
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| **QUALIFICATION** |

**Educational Qualifications:**

**High School Diploma (GCE O/L and A/L).**

* Training in food processing company **(RONNEFELDT) TEA ACADEMY**
* Two years training in Hotel management in the domain of Restaurant services, events and banqueting, bakery, beverage management, food processing, customer services and housekeeping operations with **NATIONAL ACADEMY OF TOURISM AND HOTEL MANAGEMENT.**

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| **CAREER SNAPSHOT** |

**Customer Service –** *Dubai Parks and Resort, Dubai*  **Dec 2016 – Apr 2017**

**Room Service/Waiter/Bar Attendant and Banqueting *–*** *Four Points by Sheraton Hotel, Lagos Nigeria*

*Dec 2010 – Jan 2014*

**Supervisor –** *The Hardley Apartment Hotel Lagos Nigeria* **March 2014 – Nov 2015**

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| **ACHIEVEMENTS** |

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| * Gained 9+ years experience within a diversified industry in UAE, Nigeria and Cameroon in domains of Senior F&B, Customer Service, bar attendant, waiter, room service and banqueting.
* Received a promotion within 9 months from waiter to supervisor due to excellent performance and track record of exceeding corporate objectives.
* Speak Multi Languages (English, French & Pidgin) and astute with MS Office applications such as (Word, Excel, PowerPoint, E-mail application and Internet surfing).
* Demonstrated integrity and strong work ethic in maintaining confidentiality in official records as well as flexibility in working well in cross-functional teams.
* Successfully achieved assigned customer service targets consistent with company standards and achieved best performance parameters as well as organizational goals and objectives.
* Performed assigned workload with indefinable enthusiasm, commitment, honesty, and dedication and drove towards contributing to continued business growth.

**CORE COMPETENCY** |

**Waiter, Customer service and Bar Attendant**

* Welcomes customers by greeting them and offering them assistance. Directs customers by escorting them to racks, counters and suggesting items.
* Arrange display as requested by product manager/showroom manager. Answer customer inquiries with regard to product specifications, pricing, and payment methods.
* Advise customers by providing information on products. Helps customer make selections by building customer confidence, offering suggestions and opinions.

**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Tact to deal with customers of diverse nationalities.
* Accord highest attention to customers and use customer service skills to heighten sales opportunity of each customer contact. Apply basic concepts, practices, and procedures of handling client’s complaints while meeting high-quality standards for customer services.
* Display high quality, prompt and professional service to achieve customer satisfaction, loyalty, & retention.
* Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner. Ensure understanding of client needs through great attention to detail.
* Obtain and examine all information to assess the validity of complaints and determine causes. Refer unresolved customer grievances to the designated department for further investigation.
* Keep records of customer interaction and transactions, details of inquiries, complaints and actions were taken.
* Continually develop an understanding of company’s culture, products, services lines, policies, procedures, ethical initiatives and other areas of business. Reflect the same in everyday performance.
* Reply promptly and professionally to customer queries about product - service specifications, pricing, payment methods, warranty, delivery, etc; file all cash receipts along with product sales invoice copy.
* Understand customers’ requirements and accordingly offer advice on the proper selection of product-service taking into account their need and budget; keep a record of customer information for customer call reports.

**General Administration**

* Provide general administrative support including mailing, scanning, faxing, copying and other clerical and administrative support to management/employees. Act as a point of contact on all administration matters, deal tactfully with all people.
* Manage diary, schedule appointments, record minutes of the meeting, and organize details of travel and events, Knowledge of the organization set up and upholds confidentiality in all official transactions.
* Communicate with internal departments as well as all third parties to exchange information, coordinate activities and promptly resolve issues.
* Open, sort and deliver incoming correspondence, including faxes and e-mail, file and restore documents, records, reports and arrange travel itineraries for executives.
* Read and analyze incoming memos, present reports to find out its significance on various concerns and plan its distribution to the appointed unit for the proper response.
* Provide high tolerance in attending internal or external customer queries, deal with clients and visitors and deliver support to the management or executive level.
* Manage all kinds of administrative and clerical work efficiently, highly skilled in preparing correspondence including statements, forms, reports, presentations, applications and other documents.

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| **PROVEN JOB ROLE** |

**Senior Customer Service –** *Dubai Parks and Resort*

* Ensure high levels of customer satisfaction through excellent sales service. Assess customers’ needs and provide assistance and information on product features
* Stay abreast on all products offered and discuss available options with the customers. Performed Cross-selling of all products to the customers. Team up with co-workers to ensure proper customer service.
* Establish strong relationship with existing and new customers and consistently develop a new client.

**Waiter and Bar Attendant –** *Four Points by Sheraton, Lagos Nigeria*

* Provided courteously and a friendly manner, welcome and efficiently service all hotel guests, in line with the hotel’s vision and values on customer satisfaction.
* Responded courteously to guests’ requests, play a part in the general running of the reception desk and help the General Manager to maintain a smooth room bookings service.
* Assisted in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
* Responsible for accurate and efficient accounts and guest billing processes. Assist in keeping the hotel reception area clean and tidy at all times.

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| **I.T PROFICIENCY** |

* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **PERSONAL DETAILS** |

Nationality : Cameroonian

Marital Status : Single

Visa Status : Emirate ID

Languages : English, French and Pidgin

Reference : Available Upon Request