**PERSONAL INFORMATION**

**Name: ARNOLD**

[ARNOLD.371467@2freemail.com](mailto:ARNOLD.371467@2freemail.com)

**PROFESSIONAL SUMMARY**

Customer-oriented server with excellent interpersonal and communication skills. Hardworking who thrives under pressure and goes above and beyond to create unforgettable guest experiences and highly effective at anticipating and accommodating customer needs. Friendly, punctual and enthusiastic team player.

**SKILLS**

* Fast learner
* Flexible schedule capability
* Goal oriented
* Ability to handle surprises
* Knowledge of the Product or Service
* Ability to use Positive Language
* Up-selling capability
* Highly dependable
* Excellent attention to details
* Patience
* Attentiveness
* Time management skills
* Team player

**WORK HISTORY**

**Customer Service/ Sales Agent 07/2012 to 03/2015**

**MAHIMA SHOPPING CENTRE – Douala Cameroon**

* **Responsible promptly to customer inquiries in face-to-face or via telephone, letter and email always in a professional and efficient manner.**
* **Routinely answered customer questions regarding merchandise and pricing.**
* **Greeted customers entering the store to ascertain what each customer wanted or needed.**
* Provided an elevated customer experience to generate a loyal clientele
* Built long-term customer relationship and advised customers on purchases and promotions.
* Contacted customers to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.
* Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
* Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

**Cleaner 03/2015 to 10/2016**

**AL NASHMI CLEANING SERVICE – AL AIN – Abu Dhabi**

* Worked as helper in a recycling company named E.E.T

**Waiter 10/2016 to Current**

**MILLENNIUM PLAZA HOTEL DUBAI – Dubai**

* Consistently provided professional, friendly and engaging service.
* Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
* Display enthusiasm and knowledge about the restaurant’s menu and products.
* Routinely supported others areas of the restaurant as requested, including answering telephones and completing financial transactions for other staffs.
* Set dining tables according to type of event and service standards.
* Quickly recorded transactions in MICROS system to deliver prompt service.
* Routinely cleaned the glassware, silverware and working area throughout each shift.
* Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
* Resolve guest complaints and efficiently.
* Effectively listened to, understood and clarified guest concerns and issues.
* Assist with guest inquiries, take-out orders and restaurant cleanliness.
* Assist in cashiering and Point of Sale (POS) system procedures during busy hours.
* Maintain high standard of cleanliness and sanitation.

**EDUCATION**

* **2012: Economics in University of Yaoundé 2**
* **2010: High School Education: Advanced Level Certificate**
* **2008: Secondary School Education: Ordinary Level Certificate**

**CERTIFICATIONS**

* **2017: Basic Food Hygiene Certificate**
* **2017: First Aid, CPR and AED Certificate**
* **2017: Fire and Safety Certificate**
* **2016: Ticketing and Reservation (Amadeus System)**

**LANGUAGES**

* **English; Speaking - Writing - Reading (Fluently)**
* **French; Speaking - Writing - Reading (Fluently)**

**HOBBIES**

* **Playing Football**
* **Listening to music**
* **Watching movies**
* **Swimming**