**Maiden**

**Maiden.372589@2freemail.com**

**Career Objective :**

I am seeking an opportunity to show my abilities for achieving absolute satisfaction from guests and contributing to the growth of the company. I have relevant experience in the hospitality industry, as well as customer related service, from my past roles serving food and beverages and streamlining service procedure.

**WORK EXPERIENCE :**

**Barista / Waitress / Cashier**

**Chateraise Patisserie**

**Index Holding Group**

 **Mirdif 35 Mall, Dubai UAE**

 **October 2016 – August 30,2017**

**Job Description**

* Operate all equipment / machineries as per the operating guidelines.
* Welcoming and greeting customers and efficiently determining their needs and interests.
* Explaining and educating the customers about different coffee products.
* Describe menu items to customers or suggest products that might appeal to them.
* Take customers orders and prepare or serve hot and cold beverages such as coffee, espresso drinks , blended coffees, or teas.
* Handle Point of Sale ( POS ) receive and process customer payments.
* Label or date food items for sale.
* Clean or sanitize work areas or equipment.
* Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
* Daily counts of stocks items / Inventory.

**Barista**

 **French Bakery**

 **Yas Mall, Abu Dhabi UAE**

 **May 2015 – August 2016**

**Job Description**

* Operate all equipment / machineries as per the operating guidelines.
* Take orders of Food & Beverage and as per the company standard.
* Maintain the high quality standard set by the company.
* Answer telephone calls within (3) rings.
* Deliver food from kitchen and beverages from service counter, as per the company standard.
* Service of |Food & Beverages to the guests in a friendly and courteous manner at all times.
* Maintain high level of cleanliness of station at all times.
* Handle POINT OF SALE POS system and prepare checks as per company cashier procedure.
* Ensures high level of service for tables assigned.
* Knowledgeable of Food & Beverage items in the menu and special of the day / month.
* Handles guest request in a corteous manner repeating their request to make sure that the guest’s message was properly understood.
* Communicate constructively with guests to assess their satisfaction. If not satisfied, follow up with an immediate action.

**Senior Barista**

**Au lait Cafe**

**Unit L3-L4 Ground Floor Seri Q-Lap Mall, Kg. Kiulap Bandar Seri Begawan Brunei Darussalam BE1518**

**February 09, 2008 – March 31, 2015**

**Job Description**

* Greet all customer and present beverage menu
* Discuss beverage items, make suggestions and answer any inquiries
* Describe current promotions and new products
* Take customer orders accurately
* Operate coffee making equipment
* Prepare and present beverages according to established recipe and presentation standards
* Serve prepared food and drinks items
* Prepare and pack coffee bean purchases for customers
* Record and accurately process purchases using the POS system
* Collect and process payments from the customer including cash, credit and debit cards
* Comply with health, safety and hygiene guidelines and regulations
* Ensure customer service station are well stocked
* Maintain clean and hygienic work area
* Dismantle and clean machinery as needed
* Display merchandise in an attractive and functional manner
* Monitor and order inventory
* Stock inventory according to storage requirements
* Complete opening and closing duties for each shift

**Food & Beverage Service Attendant**

**Hyatt Grand Hotel**

**Istana Nurul Iman, Brunei Darussalam**

**May 2007 –January 2008**

**Job Description**

Responsible for preparing the set up buffet for the Royal events

* Responsible for serving food and drinks to the guests.
* Entertain and assist the guests.
* Maintain and hygienic area
* Responsible for clearing empty glasses and plates

**TRAININGS / SEMINARS ATTENDED**

**TME**

 **November 2016**

 **Abu Dhabi, UAE**

 **Essential Food Safety Training & Certification Programme**

**Ministry of Health**

 **August 2013**

 **Spg.14, Jalan Berakas Brunei Darussalam**

 **MoH Healthy Restaurant Programme**

**Ministry of Defense**

 **October 2013**

 **Bandar Seri Begawan Brunei Darussalam**

 **Basic Safety Fire Fighting**

**PERSONAL DETAILS**

Sex : Female

Birthdate : September 11,1987

Civil Status : Single

Religion : Roman Catholic

Nationality : Filipino

**EDUCATIONAL BACKGROUND**

**College**

 **Course : Practical Nursing (Graduate )**

 **School : St.Agustine School of Nursing**

 **Address : Sampaloc Manila, Philippines**

 **Year : 2005 - 2007**