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| DSC_0009  **Date of birth**  **30th June 1987**  **visa status**  **TOURIST VISA** | Lydia  [Lydia.380840@2freemail.com](mailto:Lydia.380840@2freemail.com)  Nationality :Ghanaian  Visa Status : Tourist visa  Position.Waitress.  **PERSONAL PROFILE:**  I am independent, hard working, loyal, sincere and resourceful in my career. I'm highly motivated to work in a professional environment with competent management team that aspires to achieve the company*’*s objectives. I am simple and straight forward in transacting business and accept challenging roles that would diversify my field of work and customer care experience.  Language: Fluent in English both written and verbal.  MUGG&BEAN RESTUARNT -DUBAI.2015-2017.WAITRESS.  **QUALIFICATIONS AND EXPERIENCE**   * + - . A passion for delivering a consistently high standard of hospitality and customer service.     - .An upbeat, friendly and outgoing personality.     - .4years experience in the hotel industry.   **Duties and Responsibilities**.  . Welcome and acknowledge all guests according to company standards.  . Serve food courses and alcoholic beverages to guests.  . Set tables according to type of event and service standards.  . Answer questions asked by guests on menu selection.  . Communicate to the kitchen regarding menu questions asked by guests, the  Length of wait, relook orders and product availability.  . Communicate additional meal requirements,allergies,dietary needs and  Special requests to kitchen.  . Record food requests in the micros system at the time of orders from guests.  . Check in with guests to ensure satisfaction with each food course or  Beverages.  .Maintain cleanliness of work areas the day.  .Follow all company safety and security procedures.  Golden Tulip hotel Ghana    PERIOD Feb 2013 -2015 January.  Waitress  • Greet guests and accompany them to their tables  • Present menus and respond to any questions regarding menu items  • Serve food and beverages  • Check regularly with guests to make sure that they are enjoying their meals  • Take necessary action to resolve any complaints  • Prepare and serve specialty dishes at tables  Computer Skills  Ms Office, Content Writing, Microsoft Pos.  Other Skills.  Effective verbal and written communication.  Good presentation skills.  Experience in managing the office work.  Good experience in dealing with customers.  Confident and articulate when communicating with customer.  Leadership Skills  Ability to manage situations and remain calm and confident.  Ability to supervise given work and and deliver to satisfaction  Ability to work in under pressure as well as a team with colleagues.  High level of integrity and strong moral character.  Ability to share knowledge and expertise for collective success.  Eager to learn and meet new challenges.  INTEREST :Reading and watching movies. |
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