**FLORENCE**

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**Country of Citizenship:**Ghanaian

**Desired Position: Waitress**

**Years in Industry:** 0-3 years

Language: English

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| PROFESSIONAL EXPERIENCE | | |
| **Position: Waitress** | **Location:** kumasi, Ghana | |
| **Company:** Golden Tulip | **Duration:** November 2015-2017 | |
| **Business Type: Hotel restaurant** | Now available |  |
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**Career Objective:**

I am an Industrious, Dynamic, Ambitious and Creative person with five - 3 years’ experience as a waitress in a well-known Golden tulip hotel restaurant in Ghana. I am seeking a placement in a company that will use my potentials to realize its organizational objectives and a placement that will give me the opportunity to grow, both within and without my present day status.

**Summary of Skills:**

* Proven ability to build positive relationships with multidisciplinary team members.
* Excellent customer service skills.
* Ability to work independently.
* Demonstrate time management abilities.
* Excellent written and good Communication skills.
* Communicates in English.
* Proficient in Microsoft office
* Exceptionally detail and multi-task oriented.

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| **Position: Waitress** | **Location:** Kumasi-Ghana | |
| **Company: Anita Hotel** | **Duration:** 2014-2015 | |
| **Business Type: Hotel restaurant** |  |  |
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Responsibilities & Achievements

* Approaching customers and helping them with their needs.
* Operating the systems, including cashing up.
* Assisting customers with their enquiries.
* Identify trends in complaints and highlight to the relevant managers.
* Keeping customers happy and adhering to the safety standards of the restaurant.
* Assisting in the training of crew members (waiter/waitress, food runner).
* Ordering and managing inventory
* Building sales and profit
* Informing the management on new ideas on how to improve the hospitality standard
* Good at Learning menu items and describing them appropriately to guests.
* Good taking patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Deliver beverages and food in a timely manner.
* Check-in with guests to ensure that everything is going well.
* Refill beverages throughout the meal.
* Very dynamic and can manage pressure and hard times.
* Deliver guest’s bill and thank them for dining at the restaurant.
* Work with other servers and be a team player.

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| Education | |
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* Pass the senior high school examination in 2014
* Pass the junior high school examination in 2009

## Language Level

**English:** Advanced

**Ghanaian:** Native