CURRICULUM VITAE



***AREAS OF EXPERTISE***

*Hospitality Industry*

*Food and Beverages*

*Industry*

*Customer service*

*Maintenance*

*Complain Management*

*Customer satisfaction*

*Quality Assurance*

*Conflict Resolution*

*Data Protection Act*

*Compliance*

***PROFFESIONAL SKILLS***

*Excellent customer service skills.*

*Professional Development Superb Trainer.*

*Highly responsible and reliable.*

*Effective Organizational skills.*

*Excellent interpersonal skills Analytical and problem solving skills.*

*Well written communication skills.*

*Attention to detail high level of accuracy .*

**PATRICIA**

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| ***Date of birth:*** | ***22/08/1986*** |
| ***Gender:*** | ***Female*** |
| ***Nationality:*** | ***Cameroonian*** |
| ***Marital Status:*** | ***Single*** |
| ***Religion:*** | ***Christian*** |
| ***Address:*** | ***Dubai, UAE*** |
| ***Visa Status:*** | ***Tourist visa*** |
|  |  |
| E-mail: | [***Patricia.380939@2freemail.com***](mailto:Patricia.380939@2freemail.com) |

*LANGUAGE****:*** *ENGLISH, FRENCH*

*POSITION APPLYING FOR:* **Waitress or****any Suitable Position**

***EXPERIENCE****:***3years’experience**in**Hospitality, Food and**

**Beverages Industry at VANILLYA RESTAURANT DOHA – QATAR**

***SUMMARY***

*Outgoing Waitress offering extensive knowledge of hospitality etiquette, and superior customer service. Organized, independent professional, splendid experience in the food service industry. Detail-orientated with strong time management skills and ability to learn new tasks quickly.*

**EDUCATION BACKGROUND**

 ***HIGH SCHOOL DIPLOMA – CAMEROON 2006***  ***DIPLOMA IN HOTEL MANAGEMENT, CERFOREST***

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| --- | --- | --- | --- | --- | --- |
| ***HOBBIES AND*** | ***HOTELLERIE – CAMEROON 2010*** | | | |  |
|  |  |  |  |  |
| ***INTRESTS*** | **PROFFESSIONAL EXPERIENCE** | | |  |  |
|  |  |
| *Serving* |  **VANILLYA RESTAURANT DOHA – QATAR** | | | |  |
| *Cooking* |  |
|  |  | **2014 – 2016** | |  |
| *Reading* |  |  |  |
| *Running* |  |  |  |  |  |
| *Socializing* | ***Position: WAITRESS*** | | | |  |
| *Traveling* |  |  |  |  |  |
| ***Responsibilities:*** | | | |  |
|  |  |
|  |  | |  | |  |
|  |  Greet and welcome customers, Present menus, and answer questions | | | |  |
|  | about menus items, and making recommendations upon request. | | | |  |
|  |  Informed customers of daily specials promotions in the restaurant. | | | |  |

* Take orders from guests for food or beverages and ensure all guest meet the necessary age restriction for consumption of drinks.
  + Serving customers with their correct orders and make sure they approve and are happy.
  + Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
    - Implementing an online marketing plan to promote restaurant’s dishes to a wider range of people.
    - Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests’ expectations.
    - Responsible to prepare receipts and collect payments from the customers
    - Inquired about guest satisfaction, anticipated additional
* **FINESS HOTEL YAOUNDE - CAMEROON**

**2010 - 2013**

***Position*: Waitress**

***Responsibilities*:**

* Take orders and serve dishes at tables according to order.
* Recommend wines and other drinks to customers.
* Prepares bills and collect payments from the customers.
* Actively take part in the cleaning of the restaurant
* Attended monthly staff meetings and training sessions.
* Also assisted in sales.

**LANGUAGES**

**ENGLISH:** *EXCELLENT*

**FRENCH**:*EXCELLENT*

**INETRESTS**

* *Achieving set up goals*
* *Building good relationship and learning from the new environment*
* *Learning new developmental skills*
* *Learning more about the new environment and the new people*
* *Working in a team*

**References upon request…**

***DECLARATION: I declare that all the information given above is true to the best of my knowledge.***