

**Micheline**

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**DOB: 05/07/89**

**Nationality: Zimbabwean**

**CAREER OBJECTIVES**

To become a highly proficient practitioner in the tourism and hospitality Industry with the skills, ability and experience to solve the challenges that maybe encountered in the industry.

**BACKGROUND SUMMARY**

* Excellent communication, organisational, analytical and interpersonal skills
* A creative articulate achiever who enjoys teamwork in an environment of creative and constant changes and challenges.
* Quick learner and flexible.
* A level one certificate of Dubai food and hygiene and safety.
* Familiar with the preparation of a wide range of food, mock tails and coffee.
* Able to take and punch in orders quickly and accurately
* Very good in upselling and cross selling menu items.

**WORKING EXPERIENCE**

**UAE**

**Company** Levee café and lounge

**Period**  2017 – till date

**Position** Front of House Waitress

**Duties: -**

• Ensuring work is done

• Greeting and seating guest according to their preference and giving them the menu.

• If guest are new will give them a brief toll of the menu

• Offering water then give them time to browse the menu

• Taking beverage and food orders

• Constantly checking up on guest clearing empty dishes and refilling empty water glasses

• Interacting with customers to ensure positive service and feedback

• Bussing out tables

• Reporting any issues during shift to the Supervisor or Restaurant Manager

• Taking restaurant reservation in case in the absence of the Hostess

• Presenting bills and process payments

• Will give customers a warm farewell thank them and ask them to share their feedback of

Influential websites like Trip Advisor and or Zommato

**SOUTH AFRICA**

**Company** Spur Restaurant

**Period**  July 2016 – July 2017

**Position** Food Runner

**Duties**

• Double checked meals placed on the pass against customer tickets for better accuracy

• Responsible for running food to more than 25 tables in the restaurant

• Delivered food quickly to the correct tables in order to keep customers happy

• Assisted customers in various ways, including bringing complimentary foods, refilling

drinks and removing empty dishes from the table

• Following up with the kitchen on delayed orders

• Assisted customers with pastry products information which where freshly baked everyday

**Company** Fusion Boutique Hotel

**Period** January 2014 – January 2016

**Position** Waitress

Responsibilities:

* Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Communicated with customers to resolve complaints or ensure satisfaction.
* Picked orders from the kitchen and deliver to the customers
* Asked customers to fill in comment cards
* Welcomed customers as they arrive and ask for seating preferences
* Took customer orders.
* Set customers and offered welcome drinks and menu

**EDUCATIONAL DETAILS**

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| **Name of the Institution**  **Qualification obtained**  **Year Obtained**  **REFERENCE**  UPON REQUEST. | : University of Limpopo South Africa  : Bachelor of Hospitality Management  : 2013 |