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|  SHEILA   **E-mail:** **Sheila.381089@2freemail.com**  |
| **QUALIFICATION PROFILE**Highly organized and personable server with experience providing exceptional service in establishments ranging from casual café to dining restaurant.* Dedicated to ensuring customer satisfaction by remaining accessible and friendly.
* Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, colleagues; talent for quickly resolving issues.
* Thorough knowledge of menu offerings
* Skilled at anticipating, identifying and fulfilling guest needs and clarifying special orders.
* Success multitasking while remaining professional and courteous in a fast paced environment.
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# Experience

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| 03/2016 TO 02/2018waitress, frankies restaurant accra ghana 03/2016 to 02/2018**waitress**, LE domino Cafe tema ghana 01/2012 to 11/2012* Provide quick, efficient and friendly service to customers. Boost customer base and establish repeat clientele
* Won first place in server competition at Frankie’s.
* Write patrons and enter food orders into computers for transmittal to kitchen staff
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Rewarded for delivering exceptional service and sales performance.
* Presented menus and answered questions about the cuisine, making recommendations on request and informed guests on daily specials.
* Maintained front house and kitchen sanitation requirements

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| sales assistant, shoprite accra city mall 07/2011 to 08/2013* Checked out customers in a timely and professional manner
* Followed cash handling procedures, met and exceeded sales target
* Worked according to instruction given as group and as individual with motive
* Answered department telephone calls with excellent phone etiquettes
* Ensured that my sections were in good shape clean and attractive and also assisted customer in choice making and alternative choosing of items
* Participated in monthly store meetings
* Ensured timely replacement of items considering security log and price tags on display.
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# Education

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| july 2015hospitality management, cape coast university |
| November 2011travel and tourism, international school of aviation |

# Skills

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| * Food and beverage knowledge
* Handle cash and credit transactions
* Health and safety
* Bartending
 | * Guest satisfaction/ hospitality
* Multi-tasking
* Point of sale systems
* Upselling food and drinks
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# personal information

Nationality : Ghanaian

Gender : Female

Religion : Christian

Civil Status : Single

Visa Status : Visiting visa

Date of Birth : 9th August, 1990

Languages : English AND TWI

# REFERNCES

Available on Request