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| SHEILA  **E-mail:** [**Sheila.381089@2freemail.com**](mailto: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. |

# 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 |
| 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 |

# 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