**CURRICULUM  VITAE**

**PERSONAL INFORMATION:**

NAME:   NANCY

VISA STATUS: VISIT VISA

**EMAIL :**[nancy.382082@2freemail.com](mailto:nancy.382082@2freemail.com)

**Professional Summary:**

Dedicated waitress with six years of exemplary service in the food service industry. Committed to providing helpful, fast, and accurate service to patrons. Demonstrate active listening and communication skills to ensure customers are satisfied and happy.

**Skills**

Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction, and making the proper adjustments or corrections.Excellent active listening skills and ability to give my complete attention to patrons during busy times. Demonstrated service orientation; always looking for opportunities to serve patrons and assist other employees.

**Work Experience**

**Food Server**

**May 2015 –May 2018 AKWA PALACE DOUALA**

* Take orders from and serve food and beverages to patrons.
* Perform consistent check-ins with patrons to ensure satisfaction and address complaints swiftly.
* Answer questions about the menu and make recommendations when appropriate or requested.
* Prepare appetizers, salads, and cold dishes.
* Assist a team of hosts and hostesses by greeting, seating, and thanking customers.
* Communicate with kitchen staff directly and via computers.

**Server Assistant**

**August 2013 – May 2015JET HOTEL DOUALA**

* Cleaned tables, removed dirty dishes, and replaced table linens.
* Replenished clean linens, glassware, silverware, and dishes.
* Supplied service staff with food.
* Served patrons with water, coffee, and condiments.
* Cleaned and polished furniture, shelves, walls, and equipment.

**EDUCATION :**

* **Ordinary Level  Accounting**

Douala - Cameroon - June 2000

**OTHER INFORMATION :**

* Knowledgeable in Microsoft World.

**LANGUAGES :**

* Fluent in English (both spoken and written)
* French(native)

**HOBBIES :**

* Reading, travelling and meeting people