**EVELYN**

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Dubai, UAE

**CAREER OBJECTIVES**

* My keen interest is to securing a suitable position as waitress in this challenging career so as to utilize my proficiency skills related to the position above and also contribute towards the progress of the organization through experiences gained in the field of hospitality by knowledge, skills and practice.

**PERSONAL SKILLS:**

* Proficient in English Language both oral and written.
* I have the ability to rapport with customers, can effectively work under pressure, maintaining a high quality of care even when seeing large volume of guest/customers per hour.
* Highly self-motivated in line of work, willing to learn new ideas and grow.
* Positive personality, hardworking nature and spirited.
* Cooperative in a group activity, optimistic and assertive.

**COMPETENCES**

Have a practical problem solving skills e.g communication barrier.

There was an instance when a customer came and no one seems to understand what actually he wanted but through my intuition i was able to understand him and resolve what his problem was. That really amazed my colleague and my management as well since no one was able to understand the guest but I did. I’m bringing commitment to quality customer service, punctuality, flexibility of schedules and immediate availability, self-learning skills and adaptability needed on todays hospitality industry.

**ACADEMIC QUALIFICATION**

* Certificate in Cookery (from Ghana Education service) July 2006 Accra Girls Vocational Institute- Accra ,Ghana
* Diploma Certificate In Practical/Theory Cookery- June 2006 Accra Girls Institute- Accra, Ghana
* Certificate in Trade Test Grade 2 (II) In Cookery- June 2005 National Vocational Training Institute- Accra, Ghana

**WORK EXPERIENCE**

* Worked as a waitress at Paloma Hotel Accra Ghana, from June 2016 to May 2018
* Worked as a Waitress with VIDA’S INN- Accra-GHANA, From 3Rd January 2009 to 31st December 2012
* Worked as a Housekeeper at AL NAWRAS HOTEL APARTMENT- DUBAI UAE From January 2014 to June 2016

***Job Description/Duties***

**Waitress:-**

* Greeting guest warmly, knowing menu items and describe correctly to guests.
* Take orders and deliver in a timely manner.
* Great attention to details.
* Refill beverages throughout the meal.
* Clear dirty dishes from table.
* Deliver guest’s bills and thank them for dinning at the restaurant.
* Solving customers inquires, providing menus, making recommendations and resetting tables.

AREAS OF EXPERTISE

* Verbal communication
* Good customer service
* Resolve conflict
* Team work
* Responsibly handle cash transactions
* Answering queries

**PERSONAL INFORMATION**

Date of Birth : July 12, 1988

Place of Birth : Accra/Ghana

Passport Number : G1120059

Gender : Female

Civil status : Single

Visa status : Tourist/Single long

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