**CURRICULUM VITAE**

**PERSONAL INFO**

NAME : PAUL 

DATE OF BIRTH : 23rd July 1990

MARITAL STATUS : Single

GENDER : Male

NATIONALITY : Kenyan

VISA : Visit visa

EMAIL : paul.383759@2freemail.com

LANGUAGES : English, Kiswahili and Arabic (low).

 **SUMMARY**

Outgoing waiter offering extensive knowledge of hospitality etiquette, food preparations, and superior customer service. Organized, independent professional offering 3years experience in the food service industry. Detail orientated with strong time management skills and ability to learn new tasks quickly.

 **HIGHLIGHTS:**

* Incredible memory with proven ability to learn quickly all aspects of new menus and specialties.
* Reputation for putting guests at ease, handling large crowds, and maintaining composure in stressful situations.
* Dedicated to maintaining a clean dining room and adhering to all safety and legal standards.
* History of providing clear, polite, and positive communication with diverse guests and co-workers to ensure seamless order placement.

**WORK EXPERIENCE**

**July 2017 to July 2018: Waiter**

**Mall Of Qatar (Al Rayan) -Eataly Restaurant (Azadea).**

Describe menu items/ daily specials in detail and provide recommendations when requested; accurately relay the various ingredients and cooking method employed. Handle cash, bus tables, and input orders.

**Key Accomplishment**

* Developed an effective approach for advising customers on food and beverage e.g.: listened for customer’s likes/ dislikes to make appropriate suggestions.
* Fostered repeat customers through consistently providing quick, well-timed, and professional service.
* Welcomed customers with a smile, seated them and made them feel at home.
* Worked in close collaboration with team members to ensure that customers received high quality of service.

**April 2016 to June 2017: Waiter**

**Landmark Mall (Al gharafa)-Paul Cafe (Azadea).**

Provided superior guest service, friendliness, and restaurant cleanliness using the restaurant’s proven systems and routines. Promptly greeted guests and took orders. Accurately prepared itemized checks and discreetly handled payment complications.

**Key Accomplishment**

* Developed repeat business by establishing close and lasting relationships with customers.
* Ensured that all expectations were met and exceeded by actively checking up with customers and quickly correcting issues.
* Sensed and responded to the moods and needs of each customer.
* Updating customers on daily specials.

**Feb 2015 to March 2016: Waiter.**

**City Centre Mall (Doha)-PF Changs.**

**Key Accomplishment.**

* Built an exceptional record of reliability.
* Showing menu to customers and answer questions about menu items.
* Check with customers to ensure they are enjoying their meal and take action to correct problems.
* Help host or hostess by answering phones to take reservations or to-go orders.
* Clearing tables or counter after customer they have finished dining.

**EDUCATION BACKGROUND**

**April 2011 to Nov 2013: Mt. Kenya University.**

Diploma in Hospitality Management.

**2007 to 2010: MatilikuHigh School.**

Kenya Certificate of Secondary Education