

CHRISTINE



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PROFESSIONAL SUMMARY

Communicative customer server dedicated to going above and beyond to create unforgettable guest experiences. Established rapport with management and staff through quality of service, as well as through personal interaction. Offering 4 years of experience serving up to 100 dinner guests at upscale fine restaurant.

WORK HISTORY

- Folded napkins throughout the day to maintain an adequate supply.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Scheduled reservations and managed seating arrangements in popular 350-seat fine dining restaurant.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Cleaned outdoor eating area and indoor dining room by wiping tables, placing trash in receptacles and restocking napkin dispensers.
- Monitored dining rooms for seating availability, service, safety and well-being of guests.
- Resolved guest complaints quickly and efficiently.
- Ensured customer satisfaction by responding quickly to orders and entertainment requests.
- Seated guests by pulling out chairs, placing clean and current menus in front of guests and recording accurate drink orders.
- Maintained high standards of cleanliness and sanitation.
- Delivered quality service by providing a warm and welcoming environment.
- Recorded temperature of food and food storage areas, including freezers and refrigerators.

Bab Al Qasr Hotel - hostess

Abu Dhabi, Abu Dhabi

SKILLS

- To-go order preparation
- Front-of-house display creation
- Food tray carrying
- Stocking and replenishing
- Bar terminology expertise
- Bill computation
- Daily specials memorization
- Hospitality service expertise
- Food preparation
- Point of sale knowledge

EDUCATION

Makerere University
Kampala, Central Region
2014

Bachelors :

Social Work And Social Administration

06/2015 - 06/2017

- Successfully assisted approximately 370 to 400 guests each shift.
- Maintained clean and presentable tables with tableware, glassware, silverware and linens.
- Ensured customer satisfaction by responding quickly to orders and entertainment requests.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Engaged in friendly conversation with guests to build rapport and facilitate repeat business.
- Monitored food distribution, verified guidelines for special diets and delivered meals to recipients quickly.
- Used cash registers and credit card machines to cash out customers, handling up to \$[Number 8000] in cash per event.
- Managed in-person and telephone guest inquiries, customer service requests and reservation bookings using hone calls.

InterContinental Abu Dhabi - Waitress

Abu Dhabi, Abu Dhabi

02/2014 - 03/2016

- Bussed, cleared, cleaned and set tables in quiet and efficient manner.
- Upheld highest standard for cleanliness of glass and silverware.
- Cleaned outdoor eating area and indoor dining room by wiping tables, placing trash in receptacles and restocking napkin dispensers.
- Monitored dining rooms for seating availability, service, safety and well-being of guests.
- Maintained clean dining room, lobby and service areas at all times.
- Engaged in friendly conversation with guests to build rapport and facilitate repeat business.
- Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions.