**JOB TITLE : WAITER** 

**Name : Masango**

**Marital Status : Single**

**Gender : Male**

**Nationality : Cameroonian**

**Visa status : Cancelled Visa**

**Email** : masango-391394@2freemail.com

**CAREER SUMMARY**

 A professional waiter highly effective at anticipating and accommodating customer needs. Friendly , punctual and enthusiastic team player. Hardworking waiter who thrives under pressure and goes above and beyond to create unforgettable guest experiences. Over 3 years experience serving as a waiter in upscale restaurants. Customer-oriented waiter with excellent interpersonal and communication skills. Food and beverage expert. Have an award as best worker of the year.

 **SKILLS AND ABILITIES**

**Customer Service Skills**

* Highly skilled in talking to customers.
* In-depth knowledge of customers directions.
* Hands-on experience to operate customer techniques.
* Able to understand and follow all service precautions and work related directions.
* Interpersonal skills:- outgoing and friendly,Polite and courteous,engaging,sociable,problem solving,service oriented,ability to work in a team.
* Sales and marketing skills.

 **Communication Skills**

* I am an attentive listener and an engaging communicator.
* Confident when communicating with guests.
* Intuitive in nature
* Fast learner.
* Have a good memory.

 M**ultitasking Skills**

* Have a proven ability to manage several things at once.
* I have good sense of awareness.
* Capable to bus and clean tables.
* Having the ability to input order.
* Efficient handling of money.
* Very attentive to details.

 **ABILITIES**

* Taking orders accurately.
* Sensitivity to food allergies/ intolerance.
* Knowledgeable in basic math.
* Adhering to company's policies and procedures.
* Standing for long hours.
* Can work under pressure.
* Serving a wide range of guests.
* Willing to be flexible in my working patterns.
* Very time conscious.
* Demonstrated ability to accomplish physically challenging tasks.
* Having the ability to master the menu.

 **PROFESSIONAL EXPERIENCE**

 WAITER,2015 - present; Al fakhar Mandi restaurant; Backyard BBQ restaurant.

 **Responsibilities**

* Greeted customers and escorted them to their tables.
* Presented menu and answered questions about the cuisine, made recommendations upon request.
* Recommended drinks to customers.
* Wrote customers’ orders and conveyed to kitchen staff.
* Took orders from customers and served food, drinks and desserts.
* Served specialty dishes to customers at tables as required.
* Checked to ensure that customers were enjoying their meals; took actions to correct any issues as needed.
* Prepared bills/receipts and collected payment from customers.
* Cleaned tables and other areas as needed after clients depart.
* Greeted guests politely as they left; assuring them that it was nice having them around and hoped to see them soon.

 **ACADEMIC QUALIFICATION**

Basic knowledge in hygiene and food safety.

**H**igh school certificate (2010)