**Curriculum Vitae**

**Personal Information.**

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**Name:**

**ZIONG**

***E-***

**mail:**

ziong-399643@2freemail.com

**Whatsapp No.:**

+971504753686

**Gender:**

**Date of Birth:**

**Female**

**September 16, 1999**

**Marital Status:**

**Visa Status:**

**Address:**

**Nationality:**

**Single**

**Tourist Visa**

**Dubai UAE**

**Cameroonian**

**Post Applied For – Waitress /Cashier.**

**Objective-**I am an enthusiastic and a goal driven young lady with years of experience inHospitality and customer service. I am currently seeking for employment in a reputable business entity where I can maximize the use of my potentials for the up growth of personal and company success.

**COMPETENCES**

* Over 3 years’ experience in the hospitality industry
* Familiar with **POS** ( Point of sales ) system
* Fast Learner& adaptability and possess good personal presentation skills
* Friendly, polite and helpful to customers, colleagues & management
* Patient and diplomatic when dealing with complaints
* flexibility and reliability, with a willingness to work 24h Rotating shift
* good memory to recall customers
* excellent communication skills and able to work as part of a team

**PROFESSIONAL EXPERIENCE**

**Hotel in Cameroon – Oct 2017 – Oct 2019**

**Duties and Responsibilities**

* Greet and welcome customers into the restaurant with an energetic and friendly smile
* Avail our menu to clients and help them chose while explaining ingredients
* Inform guests of specials and menu changes.
* Make recommendations, answer questions about food, beverages and other restaurant functions and services.
* Make use of product knowledge to suggest and promote product to customers in order to drive sales
* Take food and beverage orders from guests, enter orders in our point-of-sale system which relays orders to the kitchen and bar.
* Maintain a safe and hygiene working environment on floor
* Deliver food and beverages from kitchen and bar to guests in a timely manner.
* Interact with guest to obtain feedback about service and food
* Monitor and observe guests dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.
* Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable).
* Close tables and ensure accuracy in payments
* Count and prepare cash float at the beginning and end of every shift ensuring proper record of all transactions
* Thank guests for their visit and invite them back

**Lilas Restaurant Douala Cameroon – Sep 2016 – Nov 2017**

**Duties and Responsibilities**

* Setting up the hotel restaurant as per companies standard
* Greet and welcome customers into the restaurant with an energetic and friendly smile
* Avail our menu to clients and help them chose while explaining ingredients
* Inform guests of specials and menu changes.
* Make recommendations, answer questions about food, beverages and other restaurant functions and services.
* Make use of product knowledge to suggest and promote product to customers in order to drive sales
* Take food and beverage orders from guests, enter orders in our point-of-sale system which relays orders to the kitchen and bar.
* Maintain a safe and hygiene working environment on floor
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* Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable).

**Languages Spoken**

**English**: Spoken And Written.

**French:** Spoken And Written.

**Academic Qualifications**

G C E Ordinary Level Certificate

G C E Advance Level Certificate

**Hobbies:**

* Learning
* Singing
* Dancing

**Declaration:**

I hereby declare that all the above furnished information is true to the best of my knowledge.