

**CURICULIUM VITAE**



**MIRACLE**

Address: Dubai – UAE.

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Sex: Female

Date of Birth: 14th April 1994.

Marital Status: Married

Visa Type: Visit visa

Joining Date: ASAP

**WAITRESS**

**OBJECTIVES**

**Objective Statement** –To work as a waiter in a challenging environment, contributingenthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills obtained through experience as a waiter in restaurant and Hotel Management

A. RESTAURANT EXPERIENCE

**CHUKWUJEKWU BONE RESTAURANT**

**Waitress**

**Responsibilities include:**

* Greet new customers and escorted them to their tables.
* Presented menus and answered questions about the cuisine, making recommendations upon request.
* Recommended wines and other drinks to customers.
* Wrote customers’ orders and conveyed to kitchen staff.
* **Took orders from customers and served food, drinks, Sandwich, Hamburger, Cake and Tea.**
* Served specialty dishes to customers at tables as required.
* Checked to ensure that customers are enjoying their meals – took action to correct any issues, as needed.
* Prepared bill/receipts and collected payment from customers.
* Cleaned tables and other areas as needed, after clients departed.
* Checked appliance and equipment to see if they are properly functioning well

HOTEL EXPERINCE

B. HILTON HOTEL LAGOS NIGERIA 5 STAR HOTEL

**Key Responsibilities:**

* Presented menus and answered questions about the cuisine, making recommendations upon request.
* Accurately records, pre-checks and picks-up all food and beverage orders.
* Serves guests their food and beverage in prompt, courteous manner as per the standard sequence of service.
* Recommended wines and other drinks to customers.
* Wrote customers’ orders and conveyed to kitchen staff.
* Sets tables as per Outlet standard prior to guests’ arrival.
* Up-sell or promote all specials advertised in the outlet as well promoting slow moving items. To have a thorough understanding and knowledge of all food and beverage items in the menu and the ability to recommend Food & Beverage combinations and up sell alternatives.
* Knowledgeable of all ingredients and prices of the food and beverage listed on the menu.
* Acquires a working knowledge of hotel, in-house facilities and local information to respond to guest questions in these areas as required.

Competencies:

* 2 years’ experience as a Waitress
* Good knowledge of wine, beverage, cocktail is an advantage
* Strong communication skills, enthusiastic and flexible
* Knowledge of hotel business operations ( reservations, venues, checking in and out time of Hotel operation)

**Qualification, Skills and Qualities in a Restaurants**

* 3 years’ experience as waiter in a restaurant.
* Customer service skills – Top notch communication skills and professional work ethic.
* Multi-tasking capability.
* Ability to work-in and lead a team – Good leadership/delegating abilities for supervising waiters’ staff (for those who apply for head of waiters).
* Sales and marketing skills.
* High school diploma.

PERSONAL SKILLS

* Excellent communication and negotiation skills in English
  + Good presentation and excellent personal organization
  + Comfort with shifts and physical work.
  + Ability to work in a team
  + Pride in achieving individual targets
  + Flexibility and punctuality

**LANGUAGE**

* **ENGLISH EDUCATIONAL BACKGROUND**
* High school - Advance level certificate
* Secondary school - Ordinary level certificate
* Primary education - First school leaving certificates.

HOBBIES:

* Music
* Sport
* Learning
* Reading

I certify that the above mention is correct to the best of my knowledge