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**CONRAD**

**CONRAD.347038@2freemail.com**

**Professional Profile**

Possess good communication and writing skills, responsible person and computer literate. Proven leadership abilities in working as a team and handling multiple tasks. Able to work efficiently and carefully, hard worker, organized and honest, friendly and cheerful, disposition, hospitality and excellent service spirit. Having an ability to provide a welcomed personalized service to customers.

**Objective**

Now looking for a new and challenging Customer Service Assistant, Waiter, Supervisor, Skilled Worker or Sales Support position which will fully utilise his qualifications, skills and experiences, while seeking further career development and adding value to any team.

**Career Summary**

**Feb 22, 2015 – Feb 17, 2017** **Cashier/Barista**

 **Emirates park hotel and resort**

**Abu dhabi, U.A.E**

* Write customer’s food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Take orders from customer for food and beverages with a bright smile.
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Serve food and/or beverages to customer; prepare and serve specialty dishes at tables as required.
* Inform customers of daily specials.
* Clean tables and/or counters after customer have finished to dine-in.
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
* Stock service areas with supplies such as coffee, food, tableware, and linens.
* Fill salt, pepper, sugar, cream, condiment, and napkin containers.
* Escort customers to their tables.
* Proper bussing for the table according to the company standards.

**2012-2014 Waiter/Cashier**

 **Choking, Oriental Restaurant**

 **Dubai, U.A.E**

* As a Waiter/cashier we are responsible for providing Guests with food and drinks as requested in an efficient manner and according to proper procedure and bar regulations. A Waiter/cashier carries the responsibility of thoroughly understanding the menu, food offerings and food contents. Specifically, you will be responsible for performing the following tasks to the highest standards:
• Manage an efficiently operated bar shift that is in accordance with the agreed standards and regulations
• Use every possible opportunity to gain knowledge in all areas of bar supervision
• Ensure all tables receive their drinks and food as requested
• Maintain the cleanliness of all equipment used during shifts
• Maintain cleanliness of the bar and stores to Health, Safety and Hygiene standards at all times.
• Show complete awareness of all the drink and food menus and readiness to explain and recommend food and drink contents
• Ensure that all before/after service miser en place is completed to the correct standard
• Comply with Company Health & Safety, and Fire Regulations and procedures
• Adhere to the Company disciplinary policy when necessary
• Maximized revenue and increase average spend per person through up selling, high customer service standards, effective training and motivational techniques
• Demonstrate a perfect knowledge of all beverages served in the bar, how beverages are prepared (to recipe) and presented, and how Bar personnel are trained to possess this knowledge and the application of it
• Meet or exceed the monthly drink profit margin target

2008 - 2010 Waiter/Cashier (al's Bar and Restaurant)

**2005 – 2007 Waiter (HAI RESTO BAR)**

**Key Skills**

* Good with figures and keen financial acumen
* Well presented and good with people
* Administration aptitude, typing, filing, organizing and prioritising work effectively
* Well organized and methodical
* Ability to be flexible and multitask
* Keen eye for detail but also able to prioritise workloads

**Education and Qualifications**

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| --- | --- | --- |
| **Level** | **Subject**  |  |
| **BSc**  | **Bachelor of Science in Marine Transportation ( 2003-2006)** |  |
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| **Trainings/****Seminars Attended** |  **Hotel Services For Successful Career**8B 2nd floor Midland Plaza Hotel***2010**** **MV SUPERFERRY 15, Ship Familiarization**

Pier 14 North Harbor, Manila Philippines ***2005**** **MV SUPERFERRY 15, Actual Watch-keeping**

*Bound to Manila Cebu/ Cebu to Manila* ***2005**** **Philippines Seaferrers Training Center**

**Basic Safety Training (BSS)**983 Argeluistreet COR. Aquia Street, Quiapo Manila Philippines. ***2004*** |  |
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**Personal Details**

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| **Age:****Birthday:** **Languages:****Civil Status:** | 33 years oldJanuary 4, 1984English, TagalogSingle  |
| **IT Proficiency:** | Windows Microsoft, Word, Excel, Power point Stenography and keyboard skills |
| **Interests include:** | Photography sports, Word Games the outdoors and travelling |

**References are available on request**

I hereby certify that the above information are true and correct to the best of my knowledge and belief.