**CURRICULUM VITAE**

**PERSONAL INFORMATION**

**Name: KWAM**

**KWAM.363012@2freemail.com**

**Date of birth: 16/05/1988**

**Sex: FEMALE**

**Material status: SINGLE**

**Nationality: CAMEROONIAN**

**Visa: VISIT visa**

**OBJECTIVES**

Very efficient, trustworthy and industrious WAITRESS with training and skills achieved via years of excellent dedicated service for busy strong interpersonal, communication establishments within the hotels and catering sectors.

**WORKING EXPERIENCE**

**EMIRATES LEISURE RETAIL PREMIER INN HOTEL DUBAI**

**INVESTMENT PARK (3 YEARS)**

**RESTAURANT HOSTESS**

• Warmly greet guests and bid a tender departure and invite to visit again

• Find out the seating place of guests as per requirement

• Present menu and hot deals of the day

• Run waitlist, gauge kitchen, servers and general dining room performance

• Ensure that requirements for all guests are met; including small children, disabled or food allergic guests

• Examine and maintain the entrance area, doors, windows in addition to menu covers and inserts

• Create new settings as per requirements and clear additional settings if not needed

Deliver guest’s bill ,cash out the bill and thank them for dining at the restaurant

**SAWA HOTEL in Douala (June 2008-September 2010)**

**Waitress**

• Greet guests and accompany them to their tables

• Present menus and respond any questions regarding menu items

• Serve food and beverages

• Check regularly with guests to make sure that they are enjoying their meals

• Take necessary action to resolve any complaints

• Prepare and serve specialty dishes at tables

• Inform patrons of each day specials

**CHARIOT HOTEL in Buea( November 2010-december 2011)**

**Waitress**

• Prepare and serve drinks and beverages to patrons following regular recipes

• Mix ingredients such as soda, water, and sugar to prepare cocktails

• Anticipate guests’ needs to decide if additional service is needed

• Operate register and verification machines

• Order required liquor and supplies

• Display bottled goods and glasses to make smart look

**January 2012 - August 2013**

**Customer Service Representative**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.

**EDUCATIONAL QUALIFICATION**

Degree in hotel management

Advance Level Certificate

Ordinary Level Certificate