# CURICULUM VITAE

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| |  |  | | --- | --- | | **Name: JAIKA**  **Nationality: Cameroonian**  **D.O.B: 12/7/1992**  **Visa Status: Tourist Visa**  **Status: Single**  **C/o-Phone : +971503718643 E-mail :** [**jaika.378349@2freemail.com**](mailto:jaika.378349@2freemail.com)  **POSITION: HOSTESS/WAITRESS** |  |   Skilled hostess with twoyears experience in fine and casual dining. Proficient in making customers comfortable and satisfied while ensuring optimal guest flow in dining room. Maintains neat, clean and professional demeanor with staff and clientele.  **HIGHLIGHTS**   * Excellent communication skills * Customer service-oriented * Professional and personable * Organized and detailed-oriented * Excellent ability to prioritize * Ability to handle fast-paced environment * Good listening and problem solving abilities |  |  |

**Experience: Hill Top Breeze Resort – Tatum(Jan.2016 – April 2017)**

***Responsibilities: Hostess***

* As a restaurant hostess i am the first employee to interact with arriving guests as they enter the restaurant. It is my job as a hostess to greet arriving guests, welcome them into the establishment and seat them. The guests receive their first impression of the service of the restaurant by their exchange with me.
* My responsibilities as hostess include monitoring the open dining sections of the restaurant for empty and cleaned tables, estimating wait times for guests, monitoring the guest waiting list, and ensuring that the needs of the guests are met while they are waiting. I am often responsible for answering the telephone, booking reservations and moving tables together to accommodate large parties.
* As guests arrive, I assess the dining room and, if an accommodating table is available, I escort the guests to the dining room. Upon returning to the station, I also make any necessary changes to the dining room occupancy chart.
* I equally direct and instruct the dining room personnel/server on customer needs to ensure fast and quality service from the moment they arrive. If the restaurant is quite busy I can as well assist in keeping the tables and environment clean.

**Previous Experience:** Fomo 92 Hotel Kumbo (Sept 2013- Dec 2015)  
*Responsibilities:* Waitress

* Escorts customers to their tables and ensures they are settled comfortably; offers coffee and other drinks
* Presents the menu to customers, answers queries about it, and makes suggestions if necessary
* Informs patrons the restaurant’s daily specials
* Explains the preparation and cooking methods as well as ingredients of various menu items
* Takes orders from customers for food and beverages, writes down or memorize the orders; and enters information into the computer for transmittal to the kitchen
* Serves food and beverages promptly
* Ensures that customers are enjoying their meals or that they do not have any problem with their food
* Checks their identification to make sure that they meet the minimum age requirement for consuming alcoholic beverages
* Collects the customers’ payments and prepares bills with itemized costs and appropriate taxes
* Prepares and tidies up the tables or counters; makes sure there are enough salt, sugar, pepper, cream, other condiments and napkins in every table or counter.

**EDUCATION**

Bachelors Degree in Accounting

National Polytechnic Bamenda

Higher National Diploma in Accounting

National Polytechnic Bamenda

Advanced Level Certificate

G.B.H.S TATUM

Ordinary Level Certificate

G.B.H.S TATUM

**References**References are available upon request