**KATHALINA**

 Marital Status: Single

 Visa Status: Tourist

 Nationality: Cameroonian

 Email: kathalina.382113@2freemail.com

**PERSONAL SUMMARY**

Energetic Hostess with over 3 years’ + experience in providing world-class customer service to guests in upscale and privately owned restaurants. Highly skilled in planning service workflows, coordinating dining room staff, and managing patron reservations. Demonstrated success in working with restaurant staff to create unique dining experiences and upholding high quality standards. Seeking to apply background and ongoing training in hospitality management to take next career step with a team that values a guest experience-driven approach to service.

**CAREER HISTORY**

**Waitress / Hostess** 2017 – present.

Common Ground. Dubai, UAE

* Serve Alcoholic/ nonalcoholic beverages in conjunction licenses / liquor regulations for residence and non-residence.
* Serving coffee of all standards for customer’s satisfaction and style.
* Greet and acknowledge guests and seat patrons by escorting them to assigned table or communicate delays and offer additional services such as beverages to keep them occupied while waiting.
* Present menus, create personal dining experience, answer questions, and offer information on menu items, beverages, and specials.
* Accept and organize reservations and prioritize reservations to accommodate customers.
* Prepare seating assignments prior to service and present plan to restaurant during pre-shift meeting.
* Walk through dining room during service to ensure guest satisfaction and advise servers and bussing staff of specific service needs.
* Addressed guest requests or complaints and escalated major complaints to manager.

**Waitress / Hostess** 01/01/2014 – 05/01/1016

Le Sorento Restaurant Douala, CA

* Scheduled dining room reservations, arranged parties, special events, or special services for diners; received and recorded dining reservations.
* Greeted guests and escorted them to table or waiting area.
* Supervised and coordinated dining room activities and directed staff to provide fast and courteous customer service.
* Communicated with kitchen staff, management, serving staff, and customers to ensure dining details were handled properly and guest concerns promptly addressed.
* Inspected dining room for cleanliness, proper supply levels, and required staffing.

**Waitress / Hostess** 01/01/2013 – 01/01/2014

Le Sorento Restaurant Bamenda, CA

* Greeting guests in a polite and friendly manner, showing them to their table, making them feel comfortable, describing the menu using product knowledge, recommended dishes, and taking accurate orders for food and beverages.
* Answered questions about menu items and recipe ingredients.
* Accurately communicating of patrons orders to kitchen staff and entered orders into POS systems to facilitate billing.
* Followed up with diners throughout service to ensure food was prepared to their satisfaction and address additional requests or needs.
* Refilling beverages as required, answering questions and resolving problems and complaints in liaison with management, kitchen staff and guests in a prompt and satisfactory manner.
* Supporting and assisting colleagues with workload with a flexible attitude to tasks to manage workload and ensure efficient restaurant operations at all times.

**Personal**

* Very good communication and interpersonal skills.
* Able to hold long engaging conversations with clients to put them at ease.
* Ability to empathize with people.
* Courteous at all times.
* Having a relaxed attitude and able to deal with awkward or rude clients.

**ACADEMIC QUALIFICATIONS**

Cameroon General Certificate of Education Board GCE Advanced in Business Management

Cameroon General Certificate of Education Board GCE Ordinary Level

Diploma in Marketing

**REFERENCES** - Available on request.