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ROSEMARY

Email: rosemary-394403@2freemail.com

Address: Sharjah, UAE

**Position Desired: Waitress/Cashier /Customer Service**

**Career Objective**

 A result driven, committed, articulate representative with excellent communication skills & high level of customer commitment. Multi-skilled with the ability to plan &manage territory whilst maintaining developing new and existing customers through ethical sales methods and consistent high customer sales services. Possessing a good team spirit, deadline oriented and having the ability to succeed in a demanding sales environment. Now looking forward to making a significant contribution in an ambitious and exciting company that offer genuine opportunity for progression.

**Personal Information**

Gender : Female

Nationality : Nigerian

Marital Status : Single

Date of birth : 25/10/1991

Visa Status : Visit Visa

Language : English

**AREAS OF EXPERTISE**

Customer service Call Center

Complaint resolution Cost control

Product knowledge Marketing

Waitress Client negotiation

**PROFESSIONAL EXPERIENCE**

**SUPREME ICE CREAM UAC FOODS LTD ;** (Mar 2015-Nov2017)

* Provided many forms of customer service
* Utilized POS systems to perform financial transactions
* Maintained store cleanliness and appearance
* Assisted in food preparation and storage
* Assisted at sister store as well as delivered supplies to both stores
* Helped train new employees of in using equipment
* Maintained a clean work environment; performed closing and opening duties

**3-star HOTEL in LAGOS, NIGERIA**

**Duration: 2 years**

**Position: Waitress**

**Job Responsibilities:**

* Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
* Responsible for receiving, greeting and seating of guests.
* Responsible for taking guest order for food and beverage and serving them.
* Stock service areas with supplies such as coffee, food, tableware, and linens.
* Rearranging of the guest table when required.
* Attend guest upon request
* Offer the guest bill, when asked by the guest.
* Seeing off the guest and telling them to visit again

**Educational Qualification**

* First School Leaving certificate (FSLC) 1998-2003
* West African Examination council (WAEC) 2004-2009
* (ND) National Diploma in Banking & Finance 2011-2012
* (HND) Higher national Diploma in banking & Finance 2015-2016

**Skills and Competencies**

* Excellent written communication skills
* Extensive knowledge of successful community relations
* Good interpersonal relations
* Having a clear voice and excellent telephone manner
* Able to work on own initiatives as well as part of the team

**Reference:**

Can be provide on request