# MORELLE EDWIGE MBULLE ENONGENE

**MOBILE NUMBER:** +971586262736

**E-mail:** morelmbulle@gmail.com

**Languages:** French, English

**Marital status:** married

**Visa status:** Visit visa

**Gender**: Female

**Position applied for: Waitress**

**PROFESSIONAL SUMMARY**

Dedicated waitress with over 3 years of exemplary service in the Food & Beverage service industry. Committed to providing helpful, fast, and accurate service to customers. Demonstrate active listening and communication skills to ensure customers are satisfied and happy. Experience in various settings, including family restaurants, bars, cafeterias and room service. Comfortable serving customers of various age ranges and backgrounds. Determined team player striving to deliver the highest quality service alongside food service staff.

***PROFESSIONAL EXPERIENCE***

**2019 - 2021 TGI FRIDAY RESTAURANT**

**ROVE DOWNTOWN**

**Food Server (Waitress).**

**JUNIOR (BARTENDER)**

**Duties and responsibilities.**

* Welcome guests with a genuine smile set them on their tables, take orders from and serve food and beverages to patrons.
* Perform consistent check-ins with patrons to ensure satisfaction and address complaints swiftly.
* Answer questions about the menu and make recommendations when appropriate or requested.

Prepare appetizers, salads, and cold dishes. Communicate with kitchen staff directly

* Assist a team of hosts and hostesses by greeting, seating, and thanking customers.
* Cleaned tables, removed dirty dishes, and replaced table linens. Replace condiments
* Supplied service staff with food. Served patrons with water, coffee, like cappuccino, letter, flat White, Expresso, Americano, Piccolo, ice coffee.
* Cleaned and polished furniture, shelves, walls, and equipment. Stocked refrigerators with bottled beer and wines. Replenished clean linens, glassware, silverware, and dishes.
* **2017- 2018 : HÔTEL SAWA**

**DOUALA CAMEROUN**

**Hostess and Waitress**

**Duties and responsibilities.**

**•** Providing at all times a courteous, professional and efficient service.  
**•** Listed and described precisely all the services and products offered by the hotel.  
**•** Handle guest enquiries in a courteous and efficient manner and report guest complaints and feedback to supervisors.  
**•** Maintain a good rapport and work relation with staff in the assigned department and within the hotel.  
**•** Undertake reasonable tasks and secondary duties as assigned by the Department Head.  
**•** Maintain and coordinate the printing of the respective restaurant menus.

***EDUCATIONAL QUALIFICATIONS***

2015-2017: HIGH INSTITUTE OF HOTEL SCHOOL (CEFOR HOTELLERIE) DOUALA

**SENIOR ACCOUNTING TECHNICAL CERTIFICATE**

2013-2014: HIGH SCHOOL GENERAL LECLERC

**GCE Advanced level certificate (General education)**

***IT SKILLS***

* Basic Computer Training
* Good at MS-Word, Excel .

***HOBBIES***

* Travelling, Learning other cultures & Lifestyles, Sports & Music