

CURRICULUM VITAE

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Professional Summary

Restaurant hostess with wonderful interpersonal skills for seating and meeting the needs of guests, with a goal of maximizing the customer experience through a high level of quality service looking to use these skills to great advantage at a growing company.

Skills Acquired Whilst Working

- ❖ Time management
- ❖ Attention to detail
- ❖ People skills
- ❖ Efficient and Confident
- ❖ High energy
- ❖ Customer service
- ❖ Calm under pressure
- ❖ Fine Dining and Table setting
- ❖ Microsoft skills
- ❖ Team management

PROFESSIONAL EXPERIENCE

SALES ASSISTANT AT MAX FASHION LANDMARK DUBAI (2019-2021)

- ✚ Greet customers with a genuine smile
- ✚ Providing outstanding customer service
- ✚ Always recommended to customers what's best suits them
- ✚ Helping Customers find specific products
- ✚ Up selling and Cross selling knowledge
- ✚ Always thanked customers and asked them to come back again

FULL-TIME HOSTESS AT JAVA HOUSE NAIROBI (2017-2019)

- ❖ Welcomed clients when they arrived with a genuine smile and direct eye contact
- ✚ Engaged with customers while they wait for their food order
- ✚ Addressed and greeted guests by their names
- ✚ Supervised a group of 20 staffs and help determine guest seating chats
- ✚ Always made great first impressions and thanked guests for coming
- ✚ Kept the hostess clean and tidy
- ✚ Addressed all concerns and complaints from guests
- ✚ Answered calls and made reservations on the telephone

FULL-TIME WAITRESS CUM HOSTESS AT VOGUE CAFÉ NAIROBI (2013-2016)

- ✚ Greeted coming guests and escorted them to their seats
- ✚ Able to comply with the company policy and procedures
- ✚ Coordinated with staffs and servers as needed to ensure prompt customer service
- ✚ Ascertained to guest needs and satisfaction
- ✚ Providing guests with information by telephone and in person
- ✚ Maintained restaurant reservation log book
- ✚ Served kid's their menu and played with them
- ✚ Managed shift records for review by management
- ✚ Ensured dining and serving areas are per work requirements and Processed payment transactions for services
- ✚ Informed the management of any guest related issue
- ✚ Handled guest requirements before hand as soon as possible
- ✚ Able to memorize the menu
- ✚ Managed opening and closing shift as assigned

EDUCATION

Graffins Computer College – Basic computer Applications. (2012)

Bananda High School- Certificate of Secondary Education (2008-2011)

Greens Primary School- Certificate of Primary Education (2003-2007)