AREAS OF EXPERTISE

*Welcoming guests*

*Assisting Guest*

*Bartending*

*Administrative functions*

*Customer service*

*Communication skills*

*Client co-ordination*

*Up selling*

*Sales orientated*

*Store Operations*

*Merchandising*

*Payment Collection*

*Health & safety*

**PROFESSIONAL**

 *Customer service*

*Receptionist*

**PERSONAL SKILLS**

*Self-starter*

*Proactive*

*Winning work ethic*

*Communicating*

*Attention to detail*

**PERSONAL DETAILS**

*PASMA CHI AKWA*

*33B ST AL BADA’A*

*Dubai-UAE*

*Tel: 05511040641*

*Mobile: 05511040641*

*Email:akeachi51@gmail.com*

*Date of birth: 12/02/1991*

*Marital Status: Single Nationality: Cameroonian Visa status: visit*

PASMA CHI AKWA



Resume

**P ER SONAL S UMMARY**

A fun loving professional individual who has a genuine interest in working with and helping customers. I fully understand the importance of appearance and behavior in creating a positive impression in any face to face role; therefore I am always immaculately dressed, well-spoken and very polite when meeting customers. I am good at working quickly, accurately and within strict guidelines, on top of this, I am able to prioritise a busy workload, whilst at the same time being reactive to a business’s core needs.

Seeking any suitable position where excellent customer service and hospitality skills can be utilized to improve the company’s profitability

**WORK EXPERIENCE**

**[SALES ASSOCIATE ( TEMPORAL) MAY 2018 – NOVEMBER 2018](https://www.linkedin.com/company/3190066/)**

**[KOALA COSMETICS LLC, DUBAI](https://www.linkedin.com/company/3190066/)**

 Responsible for contributing to the overall performance of the shop by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.

**Work duties**

* + - * Create a welcoming environment for customers by assisting with all beauty related inquiries and needs .
* Consistently seek new trend and product knowledge to act as an expert for the customer.
* Love the idea of writing your own paycheck—the more you sell, the more you make.
* Processing returns and refunds as required in line with company procedures.
* Build lasting relationships and grow sales through exceptional service by contacting customers to follow up on purchases, suggest new products and invite them to upcoming events.
* Occasionally being responsible for the stores security including being its key holder
* Making sure that any item which is removed from a display column is replaced immediately after a sale.
* Ensuring that all areas are clean and adhere to the company’s clear floor policy and Health and Safety requirements.
* Making sure any item which is removed from a display column is replaced immediately after a sale.
* Managing cash and payment systems in accordance with company procedures and policies
* Create databases and spreadsheets that improved inventory management and reporting accuracy

[**HOTEL MONT FÉBÉ -YAOUNDE**](https://www.expedia.com/Kwazulu-Natal-Hotels-Pumula-Surf-Camp-Hostel.h15813691.Hotel-Information)

**WAITRESS FEBUAURY 2015 – OCTOBER 2016**

Working as part of a team that includes mangers, hosts and bartenders. Responsible for welcoming guests to the restaurant and promoting the food and beverage menu whilst serving/delivering food and drinks to guests.

**Key Waitres Qualifications & Responsibilities**

* Greeting all guests, using the guests’ name as often as possible
* Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare tables by setting up linens, silverware and glasses
* Inform customers about the day’s specials and offer menu recommendations upon request.
* Delivering outstanding food and beverage service to customers..
* Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
* Keeping the Place of Work and surrounding area clean and organized at all times.
* Removing dishes and glasses from tables, and taking them to kitchen for cleaning.
* Preparing accurate checks that itemize and total meal costs and sales taxes.
* Encouraged wait staff to influence dessert-pairing decisions based on taste and menu.
* Giving guests an accurate bill then taking payment from them in cash or credit cards.
* Ensuring the Cashier Tally Sheets are accurate and any discrepancies are noted and signed by a supervisor.

LANGUAGE SKILLS

*English – Fluent*

*French – Moderate*

COMPUTER SKILLS

*POS systems*

*Microsoft Office*

*Internet*

*Social Media*

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**RETAIL AND SALES ASSISTANT - BUEA**

**TECHNO SHOP - JANUARY 2013 – OCTOBER 2014**

Handle customer inquiries, complaints, billing questions and payment extension/service requests and all related questions on product and promotional offers. Calm angry callers and customers, repair trust, locate resources for problem resolution and design best-option solutions.

**Duties:**

* Responding quickly and resourcefully to customer requests.
* Using suggestive selling techniques to increase sales of devices and services.
* Giving information to customers about products and services
* Up selling and making recommendations to customers.
* Carrying out re-merchandising, display, price markdowns duties.
* Accurately completing cash register transactions.
* Receiving store deliveries.
* Representing the store in a professional and positive manner.
* Creating and maintaining long-term relationships with regular customers.
* Assisting in all store administrative tasks.
* Taking care of the customers’ needs while following company procedures.
* Executing marketing and visual merchandising initiatives.
* Organizing the display of merchandise.
* Adhering to all store retail policies and procedures.

**KEY SKILLS AND COMPETENCIES**

**WAITER**

* Ability to recommend Food & Beverage combinations and up-sell alternatives.
* Explaining how food is prepared, describing ingredients and cooking methods.
* Comprehensive knowledge of food, wines, spirits, liquors, and champagnes.
* Excellent command of the English language.
* Able and willing to work varying shifts including weekends and holidays.
* Building a rapport and relationship with customers.
* Experience of working in a 5 star luxury environment.
* Ensuring that customers enjoy their meals and taking action to correct any problems.

**RETAIL SALES**

* + Able to help customers find what they want.
	+ Fully aware of security issues concerning stock in relation to shoplifting, leakage and theft.
	+ Experience of working in a commission based sales environment.
	+ Able to maintain high standards of display & visual merchandising to ensure the store is well presented .
	+ Ready and able to work individually or within a team environment.
	+ Good numerical skills with the ability to manually calculate costs without error.
	+ Able to promote a store and its products through effective marketing activities like leafleting etc.
	+ Experience of working in a commission based sales environment.
	+ Able to accurately describe a products features and benefits to a customer.

**PERSONAL**

* + Willing to work on a shift basis including evenings and weekends.
	+ Always smartly dressed, articulate and presentable.
	+ Ability to take ownership of issues and to work alone with little or no supervision.
	+ Extremely organised with a high level of attention to detail.
	+ Ability to respond to timeframes and deadlines with pace.

**ACADEMIC QUALIFICATIONS**

|  |  |  |
| --- | --- | --- |
| **Year** | **Institution** | **Certificate Obtained** |
| 2018 | Alison | Customer service Diploma |
| 2012 | PCHS Bamenda | GCE Advanced Level (High school Diploma |
| 2009 | GBHS Makon | GCE Advanced Level (High school Diploma) |

**DECLARATION**

I hereby declare that all the information's furnished above are true and correct to be best of my knowledge and belief