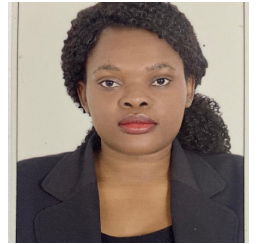


# UDOH RUTH

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Sharjah, UAE



## PERSONAL DETAILS

- Language : English (fluently) Arabic (Basic)
- Gender : Female

## OBJECTIVE

Experienced waitress with 5+ years extensive knowledge of food and wine and dedication to delivering first-class customer service. A hospitable, presentable and hard working team player who possesses a high standard of personal appearance and hygiene. Always focused on making sure that every guest is served to the highest possible standards by having an outgoing, polite and professional attitude towards all patrons. Constantly working hard to ensure that guest expectations are met and that their time being served is a memorable experience. Currently seeking the position of Waitress where my 5+ years of UAE working experience in providing professional, efficient, and friendly service in a major restaurant Dubai will be maximized to ensure total customer satisfaction.

## AREAS OF EXPERTISE

- Guest satisfaction
  - Serving meals
  - Laying tables
  - Bartending
  - Up-selling food and drink
  - Hospitality
  - Health & safety

## ACHIEVEMENTS & AWARDS

- Employee of the Month" four months in a row.

## EXPERIENCE

January  
2020 - Date

### AL Qaherah Restaurant and Cafe

Waitress

Working as part of a team that includes managers, hosts and bar tenders. Responsible for welcoming guests to the restaurant and promoting the food and beverage menu while serving/delivering food and drinks to guests.

Duties:

- Delivering outstanding food and beverage service to customers.
- Greeting all guests, using the guests' name as often as possible.
- Taking orders from guests and offering advice on the 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.
- Adhering to all Licensing Laws and Weights and Measure Acts.
- Keeping the Place of Work and surrounding area clean and organized at all times. Escorting customers to their tables.
- 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.

March 2017  
- June 2019

### **Al maz by Momo Food and Grills**

Waitress

Professional Duties:

- Served food to 80+ people a day and multiple tables at a time.
- Educated customers on menu items and daily specials, while offering my personal recommendations based on their feedback.
- Welcomed and seated customers in a 96-guest restaurant , while taking their preferences into account to keep everyone happy.
- Always engaged customers with a personal, yet professional manner, which helped me to win "Employee of the Month" four months in a row.

## **SKILLS AND COMPETENCIES**

- - People skills
  - Teamwork
  - Customer service
  - Food safety knowledge
  - Wine knowledge
  - Cash handling & POS
  - Multi-tasking
  - Problem-solving
  - Sales skills
  - Excellent command of the English language and basic Arabic.
  - Able and willing to work varying shifts including weekends and holidays.
  - Experience of working in a 5 star luxury environment.

Personal Skills:

Desire to succeed

Winning work ethic

Competitive mindset

Communicating

Attention to detail

## **EDUCATION**

2016

### **Hospitality Institute Nigeria**

Diploma in International Hospitality Management and Guest Experience

Excellent

### **Kings Academy**

High School Certificates

## **PROFESSIONAL COURSES AND TRAININGS**

- Food Safety
- Health and Safety
- Fire Safety
- First Aid Awareness
- Environmental Awareness
- Health and safety in Hospitality

## REFERENCE

- Available Upon Request - ""