

Princeila Ampiah

Position For Receptionist

Contact

Abu Dhabi
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Objective

A dynamic, smart and interactive person with a sound professional background, good knowledge of customer service, and excellent communication skills, seeking for placement in any collaborative and challenging environment, where integrity and cooperate governance are highly valued with objective to support any organization to achieved its goals .

Education

Gomoa Senior High
Technically School 2013-
2016
Home Economics

Experience

WORK EXPERIENCE

Abu Dhabi National Hotel Compass(Expo 2020 Dubai) October 2021 – March 2022

WORK EXPERIENCE:

Date - October 2018 – November 2019

Mashnok Residential Apartment – Cap Sur Ville, Beriut Lebanon,

Position: Kitchen Helper cum Stewarding

WORK EXPERIENCE:

Date - August 2016 – September 2018

Planters Lodge and Spa, Hotel Apartment- Takoradi, Ghana

Position: Hostess

WORK EXPERIENCE:

Date - April 2014 – June 2016

Kowa-Naso Hotel, Accra-Ghana

Position: Waitress

Key Skills

- *Hard working, self-motivated and flexible*
- *Ability to work efficiently and accurately in a fast-paced retail environment*
- *A real commitment to customer service*
- *Able to handle customer complaints.*
- *Able to hold confidentiality*
- *Adaptable to any shift and*

Communication

Duties and Responsibilities

- *To be a part of the campaign to collect guest preferences to help personalize the guest experience*
- *Practice proper food handling procedure*
- *Reporting for duty on time and based on the daily schedule.*
- *Picking up all food items for breakfast/afternoon tea/happy hour/midnight snack from the kitchen.*
- *Performing the set up for breakfast/afternoon tea/happy hour/midnight snack.*
- *Monitoring and recording of guests who enter and utilize the Executive Lounge.*

environment.

- *Physically fit and have the stamina to stand on feet all day long*
- *Maintaining high level of cleanliness at all times, very polite and customer focus.*

Personal Profile

Nationality : Ghanaian
Date of Birth : 13th May 1996
Gender : Female
Passport No : G3188608
Marital Status : Single
Visa status : cancel Visa
E-mail Address:
princyampiah@gmail.com

- Assisting the guest at their tables and offering them drinks.
- Sale of drinks and food outside of the cocktail hours to maximize Hotel revenue.
- Taking good care of the guest and being sure to maintain the cleanliness of their table.
- Staff responsibilities include washing of cutleries, glasses and plates/cups.
- Responsible for breaking down of the buffets in the cold kitchen area.
- Pick up all the drinks and food request from the storerooms/kitchens.
- Conducting side duties: cleaning the kitchen, refilling sugar bowls and polishing all the silver ware etc.
- Ensure that each customer receives outstanding service by providing a friendly environment which includes greeting and acknowledging every customer
- Perform all necessary tasks to serve food and beverage according to the service standards and operating manuals of the restaurant.
- Check-in with guests to assure satisfaction with each course and beverage.
- Responsible for getting stock for stores and maintaining hygienic standards in storage.
- Ensure minimum wasted, spoilage of food and drink.
- Taking customers' orders.
- Rolling Silverware & Linens: Before and after each shift and always make sure there are enough silverware and linens for the next shift.
- Cleaning up before, during and after servings in the restaurant.
- Refill Garnishes/Condiment when necessary.
- Serves food and beverages to guests making recommendation if needed.
- Record transactions in the MICROS system correctly and timely.
- Perform other duties assigned by my team-leader/supervisor.

Reference

*Kevan Hodges
+971 56 501 3656
Abu Dhabi National Hotel Compass*

Declaration

I certify that the above are true and correct to the best of my knowledge and ability. If given a chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.