



## **EGHAREVBA SANDRA IZIENGBE**

..... Hostess .....

### **Professional Profile**

An energetic and dynamic Hostess with over four(4) yrs Experience of Being in the hospitality industry. I am A hands-on team player with the ability to adapt to varying environments while vigorously multi-tasking to ensure smooth running of daily tasks .

### **PERSONAL INFORMATION**

Contact : +971 505748804 (U.A.E)  
Email : egharevbasandra.i@gmail.com  
Location : Flat 504, country pharmacy building, Dubai  
  
Visa status. : Freelance visa ( Residence)  
  
Date of Birth : 11/03/1993  
  
Gender : Female  
Marital Status : Single  
Hobbies : Travelling, Networking, swimming.

### **SKILLS:-**

- ☐ Active listener.
- ☐ Great team player .
- ☐ Great communication skills both written and oral.
- ☐ Ability to work and remain calm under pressure .
- ☐ Self motivated and target oriented.
- ☐ Ability to multi task and stand for a long while.
- ☐ Willingness to learn new things

### **WORK EXPERIENCES**

**Alabar enterprises ( U. A. E)**

**Aug. 2018**

**Post held : Hostess**

**Duties:**

- Greet incoming and departing Guests warmly with a genuine smile and eye contact; escort them to assigned dining area; present menus; announce waiter's name.
- Use visual cues to seat Guests depending on their preference.
- Inform Guest of current promotion and who will serve them to ensure a smooth handoff to the service staff.
- Answer incoming calls to the restaurant and provide appropriate service.
- Answer questions relating to the company and menu.
- Manage their orders, special requests and resolve issues arising .

**Shoprite ( Nigeria)****April 2016- June.2018****Post Held : Sales Rep.****Duties :**

- Manned and walk sales floor proactively, assisting customers with info , concerns and items purchased
- Upsell and suggest to customers at every given opportunity
- Maintained product knowledge and update catalog info
- General store upkeep when opened and closing.
- Daily and sometimes weekly product inventory and report.

**ACHIEVEMENTS :**

- Managed company's busiest restaurant outlet reception by hosting and managing an average of 120 customers within a two hour period in worlds most biggest mall (dubai mall) . .
- Handled and manage difficult customers using tact and diplomacy thereby diffusing an extremely volatile situation.
- introduced and implemented a Less chaotic customer reservation system that brought about professionalism and ease of reservation activities.
- Accommodated and professionally managed several special requests from walk in customers and patrons in professional manner following company's set rules while simultaneously ensuring room for repeat and continuous business.

**EDUCATIONAL QUALIFICATION****QUALIFICATIONS****OBTAINED****\*University of benin,Nigeria****B.sc Sociology and Anthropology [ 2014]****\*Alisson****Diploma in customer service ( In View)**