

RESUME

WINNET KUFANDIRORI

I am a young lady with two years of broad experience working in hospitality industry particularly in the waitress department. My work includes Acknowledging the guest and providing excellent customer services to ensure satisfaction. Taking customer orders and delivering food and beverages. Making menu recommendations, answering questions and sharing additional information with restaurant patrons.



Qualifications

- 3 Advanced Level subjects: included Maths, Geography and Business studies.
- 7 Ordinary Level subjects: included Mathematics, integrated science and English Language.

Career experience

1. Holiday Inn: Waitress– February 2019 to Nov 2019.
2. Vineyard Funeral Assurance: Help Desk: Zimbabwe January 2016 to December 2016.

3. Moneymart Finance: Receptionist: Zimbabwe January 2017 to December 2018

Skills

Exceptional communication and networking skills. Successful working in a team environment, as well as independently.

The ability to work under pressure and multi-task.

Office management and discipline.

Report writing.

The ability to follow instructions and deliver quality results.

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Previous Employer: Holiday Inn: Waitress– February 2019 to Nov 2019.

- Serve the exactly ordered food and drinks on time
- Receiving payments in cash or card
- Counting daily sales and send the report to management
- Help with customer's queries

Vineyard Funeral Assurance: Help Desk: Zimbabwe January 2016 to December 2016.

- Ability to maintain a good working relationship
- Exceptional customer service skills
- High-standards of personal appearance
- Able to communicate well in English written and verbally.
- Exceptional time management and organizational skills

Address: International City Spain cluster S02, Room 105, Dubai
winnnetquf@gmail.com +971529317952

- Expert in cash handling and management
- Strong interpersonal skills
- Demonstrated ability to work in a fast paced environment
- Able to work with a diversity of populace

Moneymart Finance: Receptionist: Zimbabwe January 2017 to December 2018

- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

Key strengths

- Focused and I have the ability to work under pressure, cope with tight deadlines and work with minimum supervision
- Have strong interpersonal and communication skills with all levels of management and able to work with people of different nationalities and culture. Strong team player, fast learner and a problem solver
- Good communication skills in oral and written, with good interpersonal communication skills as well as listening skills.

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