

Angela Michira

Contact

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Skills

Organized and efficient server
Customer service
Thrives in a fast-paced environment
Excellent

Courteous, professional demeanor
Excellent

Computer-literate
Excellent

Excellent communication
Excellent

Customer Relations
Excellent

POS systems
Excellent

Enthusiastic management professional with demonstrated success supervising staff and building teams. Proven history of achieving sales goals by monitoring employee performance and coaching staff on effective sales methods. Skilled in solving complicated issues and making proactive operational changes.

Work History

2021-09 - Current	Floor Manager <i>McCafferty's Irish Pub, Dubai, United Arab Emirates</i> <ul style="list-style-type: none">Carefully interviewed, selected, trained and supervised staff.Continuously evaluates business operations to effectively align workflows for optimal area coverage and customer satisfaction.Create fun team building activities to engage staff in up-selling to meet revenue targets.Reconcile cash and credit card transactions to maintain accurate records.Quickly identify problem situations and skillfully resolved incidents to satisfaction of involved parties.Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within restaurant.
2018-10 - 2021-08	Head Waiter <i>The Duck Hook , Dubai, United Arab Emirates</i> <ul style="list-style-type: none">Guided guests through menus while demonstrating thorough knowledge of food, beverages, and ingredients.Observed tables to promptly respond to requests and refill beverages.Relayed orders to bar and kitchen by quickly and accurately recording guest selections and keying choices into the XNPROTEL system.Assisted co-workers with routine and challenging tasks.Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.Received frequent customer compliments for going above and beyond normal duties.

Employee training	Excellent
Staff Management	Excellent
Sales and marketing	Very Good

2016-01 -
2018-05

Waiter

The Eloquent Elephant, Dubai, United Arab Emirates

- Welcomed guests with a personable attitude and smile, offering to bring beverage orders while reviewing menu options.
- Discussed menu items and dietary concerns, noted special requests and suggested starters or other additional items meet upsell goals.
- Kept tables neat by clearing away dirty dishes, wiping down surfaces, and refreshing glasses or beverages.
- Communicated effectively with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Checked on guests to ensure satisfaction with each food course and beverages.

2015-01 -
2016-01

Telephone Operator/Receptionist

TAJ Dubai, Dubai, United Arab Emirates

- Offered support and information to callers, ensuring compliance with the hotel policies and procedures.
- Utilized abilities in problem-solving to effectively handle customer complaints.
- Used exceptional attention to accuracy in directing and diverting calls to relevant departments.
- Assisted in front desk operations during busy times.
- Assisted the duty manager in filling out relevant documents in relation to government policies.

Education

2012-08 -
2014-10

MBA: Marketing Management

Vinayaka Mission's Research Foundation - Salem

2009-07 -
2012-04

Bachelor of Science: Computer Science

Periyar University - Salem