

PERSONAL DETAILS

Name: NKIE TSALA ESTHELLE BARBARA
Nationality: Cameroonian
Gender: Female
Visa Status: tourist Visa
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WAITRESS CV

PERSONAL SUMMARY

An immaculately presented polite and assertive Server who is motivated by being a team player with a common goal, and who has over 2years of extensive experience of the hospitality industry. Being reliable and organized, possess the ability and desire to meet and surpass expectations and targets, with driven ambition and determination. I treat every customer as an individual and have a track record of vowing customers with my friendliness.

I am currently looking for a chance to progress a career within a fast-paced, forward –thinking and highly successful company.

PROFESSIONAL EXPERIENCE

TONIC JUICE BAR Mall of The Emirates Dubai.

Responsibilities

- Receiving order from customers using the POS and processing their payment.
- Presenting the menu in a detailed and enjoyable manner.
- Making of fresh juice off all kinds .
- Making of fruits Salad.
- Making of Acai bowl.
- Making of smoothies of all kind.
- Keeping hygiene as a priority.
- Sanitizing and disinfecting work station.

PRESTIGE HOTEL YAOUNDE Cameroon- Waitress (June 2019 to july 2020)

Duties:

- Welcome guests and make them feel comfortable.
- Take beverage and food orders and pass it to the kitchen.
- Deliver beverages and food in a timely manner.
- Receive calls from guest and deliver orders as requested by guest.
- Check with guests to ensure that they are ok while they are dinning in restaurant.
- Refill beverages throughout the meal.
- Clear table immediate guest finish having their meal.
- Deliver guest's bill and thank them for dining at the restaurant.

- Work with other servers and be a team player.
- Tidy, clean and refill back area of restaurant

BOUN'S HOTEL YAOUNDE CAMEROON- WAITRESS (2018-2019)

DUTIES:

- Great the guest warmly and create an eye contact.
- Present menu to guest and answer questions about menu items, making recommendations upon request.
- Suggest specific beverages.
- Inform customers of daily specials.
- Take their drink Order and offer to take their meal order.
- Make suggestion to help ensure the best meal possible
- Repeat the order in the same details as you wrote it down.
- Keep an eye on the guest to see if they have additional needs.
- Check with guest to ensure that they are enjoying their meals and take action to correct any problems.
- Process payment and thank the guest as they leave the restaurant.

HOSPITALITY SKILLS

- Guest Focused.
- High Standard personal hygiene.
- Good Customer Relationship.
- Good Interpersonal Skills.
- Cash handling.

ORGANIZATIONAL AND PERSONAL SKILLS

- Excellent approach to solving problems.
- Working under pressure.
- Able to work proactively with team setting and on own initiative.
- A calm professional and adaptable approach to work.
- Adapt well to challenge, resourceful and flexible.
- Experience in observing tact and discretion for dealing with confidential information.
- Respect deadline for reporting
- Excellent communication skills (multi languages)
- Fast in grabbing new working skills.

ACHIEVEMENTS

- Best employee
- 100% target achievement.

EDUCATIONAL QUALIFICATIONS

- Advance level certificate
- Ordinary Level certificate

LANGUAGE PROFICIENCY.

1. English: Excellent
2. French: Excellent
3. Italian: Good.