

YUSUF HAPPINES AWEZA

United Arab Emirates | Dubai | +971 567884152 | yusufhappiness4@gmail.com



PROFESSIONAL SUMMARY

OBJECTIVE:

Extensive experience of 3 years in Waitress, Concierge, Front desk and Billing seeking to secure a rewarding position in U.A.E, utilizing solid customer care, communication, administration, sales and marketing roles.

WORK EXPERIENCE:

June 2018 - October 2019: Waiter - Continental Kitchen Restaurant, Lagos, Nigeria.

Duties:

- ▣ Welcoming customers and escort them to their tables.
- ▣ Up-sell additional products when appropriate.
- ▣ Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies).
- ▣ Deliver checks and collect bill payments.
- ▣ Confirming with customers to make sure that they are enjoying the service and attending to any complaints.
- ▣ Take accurate food and drink orders, using a POS ordering software, order slips or by memorization.
- ▣ Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- ▣ Clearing tables as soon as customers are finished with their food.
- ▣ Ensuring the surrounding is clean and safe for the customers.

June 2017-June 2018: Receptionist, Cashier and Office assistant -Behlami Hotels, Lagos, Nigeria.

Duties:

- ▣ Assisting guests with Check-in and Check-out processes.
- ▣ Attending to customers Inquiries, Personal Requests and Complains.
- ▣ Processing daily cashier transactions of customers and Issuing Bills and Receipts.
- ▣ Coordinating with the Housekeeping, Room service and Concierge for the Check-in and Check-out processes.
- ▣ Giving Wake up calls.
- ▣ Answering all inbound and outbound calls timeously.
- ▣ Maintaining the cash register to ensure records are accurate to prevent losses.

Key achievement:

Awarded staff of the month thrice- displayed efficiency in serving customers by processing transactions in a short time to avoid customers queuing for too long.