



POLITE MACHIMBIDZA

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WAITRESS CUM HOSTESS

PERSONAL PROFILE

A well-presented, polite, tactful and friendly individual with three (3) years of waitress experience. Polite is able to combine a polite manner with razor-sharp efficiency, able to do more than just answering questions, and has a proven track record of building relationships by providing information on additional products and services and helping customers find the right ones to meet their needs. Possess an excellent telephone manner & the ability to communicate with all levels of customers from various nationalities. She is able to contribute to the growth of any business.

CAREER HISTORY AND RESPONSIBILITIES

Waitress cum Hostess (Holiday inn 2020 to 2021) Zimbabwe

Job Responsibilities

- Provided the perfect service experience for every Guest
- Ensured the Guest feels important and welcome in the restaurant
- Ensured hot food is hot and cold food is cold
- Adhered to timing standards for products and services
- Looked for ways to consolidate service and increase table turns
- Presented menu, answer questions, and make suggestions regarding food and beverage
- Served the Guest in an accommodating manner
- Applied a positive suggestive sales approach to guide Guests
- Assisted in keeping the restaurant clean and safe
- Delivered food and beverages to any table as needed
- Reported to property on time and in proper uniform

Waitress cum Hostess (Garlitos 2018 to 2019) South Africa

Job Responsibilities

- Greeted guests as they enter, and putting them on a waiting list as necessary.
- Provided guests with menus and answering any initial questions.
- Assigned guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
- Engaged with guests to ensure they're happy with food and service.
- Responded to complaints and helping to resolve them.

PERSONAL DETAILS

- ✓ Nationality: Zimbabwean
- ✓ Language: English
- ✓ Marital Status: Single
- ✓ Visa Status: Tourist Visa

EDUCATION

- ✓ BSc. Media and Society Studies
- ✓ Certificate in Humanitarian and Project Management

PERSONAL SKILLS

- ✓ Able to demonstrate a high standard of customer service.
- ✓ Computer/ICT literate.
- ✓ Ability to act on own initiative.
- ✓ Problem-solving skills.
- ✓ Positive attitude, energetic approach and self-motivated.
- ✓ Capable of influencing the opinions of customers.
- ✓ Able to handle complaints, aggressive customers and difficult situations.
- ✓ Possess interpersonal and sales skills.
- ✓ Ability to remain calm and effective under pressure.
- ✓ Ability to work as part of a team or individually with no supervision at all.
- ✓ Excellent phone, listening and communication skills.
- ✓ Ability to multi-task, prioritize and manage time effectively.

REFERENCE

Available on request

- Attended to phone calls, reservations and answered all questions.
- Helped out with other positions in the restaurant as needed.
- Provided great customer service

Waitress cum Hostess (Jameson Hotel 2017 to 2017) ZIMBABWE

Job Responsibilities

- Welcomed guests to the venue.
- Provided accurate wait times and monitor waiting lists.
- Managed reservations.
- Escorted customers to assigned dining or bar areas.
- Provided menus and announce Waiter/Waitress's name.
- Greeted customers upon their departure.
- Coordinated with wait staff about available seating options.
- Maintained a clean reception area.
- Catered to guests who require extra attention. (e.g. children, elderly)
- Answered all incoming calls and address customers' queries.
- Assisted wait staff as needed.