

CURRICULUM VITAE

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Visa status: Tourist
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Career Objective:

To seek a more challenging opportunity that would fit my full potential and ability which offer an eventual career advancement and diverse opportunities, so that I can retain and impact a significant contribution to the overwhelming growth of the company.

Educational Background:

Bachelor in Biology University of Buea 2010

Working Experience 1: (2012-2018): 6 years in Atlantis the palm Hotel Dubai: Waitress, Hostess, Cashier then call center (Telephone Operator)

Working experience 2: (2018-2021): 2 years in Hilton Al Habtoorcity (Restaurant Reservation Agent)

Duties & Responsibilities for Waitress, Hostess and Cashier

- Seat and present a clean menu to guests in a friendly, professional and quick manner.

- Provide information regarding the menu and any special of the day.
- Ensure the guest order is prepared as the guest request.
- Ensure that continuous service is pursue and manage during the course of the guest meal.
- Focus and keep a constant eye on the guest table to make sure the guests needs are fulfilled promptly when required.
- Accept payment in cash or credit card as guest deemed necessary.
- Wish guest a genuine farewell and desire to return subsequently.
- Clear the table and reset for the next potential guest.

Hostess:

- Meet, greet and usher guests to a convenient seating area.
- Provide the perfect service experience for every guests
- Ensure the guests fell important and welcome in the restaurant
- Provide chair assistance to all the esteem valuable guests.
- Present the menu and provide a brief restaurant orientation in terms of the various Cuisines
- Obligated to ask about dietary requirements that is Allergy and report to the Chef immediately or in charge.
- Must know all food and beverages offer.
- Apply positive suggestion sale to guide the guests.
- Assist in keeping the restaurant clean and safe.
- Update guest feedback.
- Wish guest genuine farewell and desire to return.

Cashier:

- Have good knowledge of Micros and operating systems.
- Ensure all sold menu items to the guest are perfectly recorded in the Micros and settled according to the given payments.

- Ensure the discount policies are followed, implemented and applied perfectly and correctly.
- Ensure that guest credit card slip must have authorization code on it and obtain guest signature.
- Ensure that in-house guest room charges are posted correctly to their names or room number on the cheque.
- Ensure to make sure all financial report are printed at the end of the shift to balance all cheques according to the settlement mode.
- Make sure there is no open cheque by the end of the shift.
- Ensure to provide a copy of the in-house guests check to front office for back up upon guest check out.

Skills:

- Excellent verbal and written communication.
- Ability to handle stressful situations.
- Hardworking and accomplish tasks.
- Good customer service/ focus.
- Data entry skills.
- Attention to details and professionalism and team spirit.
- Work under minimal supervision.

Languages:

English-Speak, read and write perfectly.

French-fair.

Hobbies: Reading and watching movies.