



# RICHIE TAY ACKOM

## PROFILE

P. O. Box CO 403 Tema

Accra, Ghana.

+233556571868 / +233502488845

richietaydomain@gmail.com

## NATIONALITY

Ghanaian

## DATE/PLACE OF BIRTH

15 November 1990

Ghana

## SKILLS

- Exceptional Hospitality and Guest Relations
- Excellent Customer Service and Relations
- Effective Communication Skills
- Strong Teamwork and Collaboration
- Adaptability to Change
- Food Service Excellence (including Order Taking Accuracy, Efficient Order Entry, Dining Setup, Etiquette, and Maintenance)
- Bill Preparation and Payment Collection
- Problem-Solving Abilities
- Effective Time Management and Organization
- Multilingual: Fluent in English, Akan, and Proficient in Ga
- Proficiency in Microsoft Office Suite (Word, Excel, and Outlook)
- Interior Decor Skills (Painting, Wallpaper Installation, etc.)

## OBJECTIVES AND GOALS

My objective is to join a dynamic institution or company and leverage my diverse skill set to contribute significantly to its growth and success. I aspire to continually enhance my professional abilities, provide outstanding service, and foster an environment of excellence and collaboration. I am committed to upholding the highest standards of customer service and maintaining a positive image for the organization I serve.

## SUMMARY

Dedicated and highly adaptable individual with a genuine passion for providing exceptional hospitality and guest relations. Known for creating memorable experiences for guests, ensuring they feel valued and welcome. Excels in communication, guaranteeing that guests' needs are met with enthusiasm. Whether in a team or independently, consistently delivers top-tier service. Committed to upholding the company's positive image through superior hospitality and guest relations skills.

## EMPLOYMENT HISTORY

### Farm Worker, Ohu Farms, Akwapim Hills.

FEBRUARY 2007 - APRIL 2010

- Understanding crop rotation, pest control, and irrigation techniques.
- The ability to identify and address issues like disease outbreaks.
- Planting, harvesting and packaging for sale or storage
- Ensuring safety protocols
- Crop Maintenance
- Teamwork

### Hospitality Officer (Fine Dining)/Server, Champs Sports Bar & Grill, Accra.

NOVEMBER 2010 – MARCH 2014

- Established and maintained exceptional guest relations.
- Demonstrated exceptional hospitality and customer service skills.
- Leveraged my skills in order taking accuracy and efficient order entry.
- Collaborated with the team to create memorable dining experiences.
- Ensured a clean and welcoming dining setup, including table maintenance.
- Proficiently handled bill preparation and payment collection.
- Effectively resolved customer issues using problem-solving abilities.

## HOBBIES

- Making Music
- Swimming
- Dancing
- Photography
- Keeping Fit

## LANGUAGE SKILLS

- Fluent in English
- Fluent in Akan
- Proficient in Ga

## COURSE AND EDUCATIONAL BACKGROUND

- Business Economics, Ashley Business College, January 2005
- Auto Body Repairs and Maintenance, Government Technical Training Centre.
- Customer Services and Hospitality, Mcwilder Institute of Business.
- Information Technology [I.T], Quantum Institute of Technology.
- Interior Decor [Painting, Wallpaper Installation, etc.] Devine Handy Educational Complex.

## **Administrative Assistant, AMG Marketing Company, Accra.** OCTOBER 2014 – MAY 2016

- Utilized Microsoft Office Suite skills in daily administrative tasks.
- Demonstrated strong organizational and time management abilities.
- Managed email communication and scheduling efficiently.
- Collaborated with colleagues to support office operations.
- Handled bill preparation and payment collection for office expenses.

## **Customer Service Representative, Global Solutions Call Center, Accra.**

JUNE 2017 – SEPTEMBER 2019

- Utilized my exceptional customer service and communication skills.
- Resolved customer inquiries, complaints, and issues in a professional manner.
- Collaborated with team members to maintain a positive work environment.
- Managed a high call volume with efficiency and courtesy.
- Demonstrated adaptability in handling various customer situations.

## **Interior Decorator, Decor Haven, Accra.**

JANUARY 2020 – MARCH 2023

- Utilized my interior decor skills acquired from Devine Handy Educational Complex.
- Conducted interior decor projects, including painting and wallpaper Installation.
- Maintained a high level of attention to detail to ensure quality work.
- Collaborated with a team of decorators to complete projects on time.
- Managed and organized materials and resources efficiently.
- Communicated effectively with clients to understand their decor needs.

## EXTRA-CURRICULAR ACTIVITIES

### **Pool Cleaner, A.D Pools, Accra.**

- Maintained a positive and friendly attitude with pool users.
- Ensured a safe and enjoyable pool environment.
- Diligently checked and adjusted pH levels.