** MBOH ROSE HERMINE LAURE**

 **Phone : +971-563613500**

 **Email : herminelaure930@gmail.com**

 **Address : DUBAI UAE**

 **APPLYING FOR WAITRESS/FOOD & BEVERAGE SERVER**

**CAREER OBJECTIVE**

I am a conscientious and a highly organized efficient person with a thorough and precise approach to work which has produced excellent results to date. Able to manage own time effectively and prioritize workload. Experienced at working to tight deadlines and under considerable pressure.

**PERSONAL INFORMATION**

Nationality : Cameroonian

Gender : Female

Marital Status : Single

Languages : English/French/Spanish

 Visa status : Visit Visa

Age : 27

**WORK EXPERIENCE**

**Company Name : Fortune Hotel**

 **Designation : Waitress/Food & beverage Server**

 **Duration : 1 Year**

 **Location : Dubai UAE**

 **Company Name : SAWA HOTEL**

 **Designation : WAITRESS**

 **Duration : TWO YEARS**

 **Location : CAMEROON**

 **DUTIES AND RESPONSIBILITY**

* Greet and escort customers to their tables
* Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare tables by setting up linens, silverware and glasses
* Inform customers about the day’s specials
* Offer menu recommendations upon request
* Up-sell additional products when appropriate
* Take accurate food and drinks orders, using a POS ordering software, order  slips or by memorization
* Check customers’ IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
* Communicate order details to the Kitchen Staff
* Serve food and drink orders
* Check dishes and kitchenware for cleanliness and presentation and report any problems
* Arrange table settings and maintain a tidy dining area
* Deliver checks and collect bill payments
* Carry dirty plates, glasses and silverware to kitchen for cleaning
* Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
* Follow all relevant health department regulations
* Provide excellent customer service to guests

 **PERSONAL SKILLS**

* Attentiveness and patience for customers
* Excellent presentation skills
* Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
* Active listening and effective communication skills
* Team spirit
* Flexibility to work in shifts
* Fluent in English
* Computer Literate

 **EDUCATION BACKGROUND**

2013-2014: Degree in bilinguals letters (university of Cameroon)

2010-2011: Bachelor in Spanish

 **DECLARATION**

I hereby certify that the above mentioned information is correct and true to the best of my knowledge and belief.

**HOBBIES**

Reading :( Novels)

Music: (slow ,zouk, RnB)

Tourist :(recover,discover)