**CURRICULUM VITAE**



**NAME**: NKWENTI ROBERT NDE TANGIE

**DATE OF BIRTH**: 03 February 1990

**NATIONALITY**: CAMEROONIAN

**SEX**: MALE

**MARITAL STATUS**: SINGLE

**Email: nderobert28@gmail.com**

**Mobile**: **0523485658**

***WAITER***

Looking for a position of Waitress in a company where I can make use of my diverse skills in customer care in a highly dynamic work environment.

*PERSONAL DETAILS:*

Nationality : Cameroonian

Date of Birth : 03 February 1990

Sex : male

Marital Status : single

Visa Status : visit visa

***COMPETENCIES***

* Am Quick and Flexible
* Having a friendly & professional manner.
* Having a professional manner with an emphasis on hospitality and guest service.
* Calm, efficient and organized.
* Friendly disposition with clear spoken English and French.
* Excellent personal presentation and interpersonal skills
* Passion for exceptional customer service

Profound ability to ensure that the highest standards of hospitality are established

**CHARIOT INTERNATIONAL HOTEL CAMEROON**

***2016- 2018***

***POSITION: Waiter***

**RESPONSIBILTY:**

* Welcoming customers in and out of the hotel.
* Providing excellent customer service.
* Recommending wines, food and drinks to customers.
* Taking orders and deliver to Kitchen staffs.
* Keeping up to date with current promotions and new products.
* Making customers aware of offers on our great food and drinks range.
* Speaking with customers to ensure that they are satisfied with their drinks and meals.
* Cleaning tables & other areas as needed.
* Transporting soiled dishes from dining room to kitchen and depositing them in proper placing at the Steward area.
* Checking the cleanliness of the staffs and the shop.
* Carrying out instructions given by the management team and head office.
* Performs cash management and meet company’s customer’s service standard.
* Balanced cash received on daily basis and prepare cash report for cash reference

***WORK EXPERIENCE***

**2014 - 2015. DREAM LAND RESTAURANT CAMEROON.**

**WAITRESS:**

* Passionate for exceptional customer service.
* Presenting menu and provide detailed information when ask.
* Preparing tables by setting up lines, silverware and glasses.
* Informing customers about the day’s specials.
* Offering menu recommendation upon request
* Up-selling additional products when appropriate.
* Taking accurate food and drinks orders, using a POS ordering software, order slips or by memorization.
* Checking customers ID to ensure they meet minimum age requirements of alcohol beverages.
* Communicating order details to the kitchen staff.
* Check dishes and kitchenware for cleanliness and presentation and report any problem.
* Arranging table settings and maintain a tidy dining area.
* Delivering checks and collect bill payments.
* Carrying dirty plates, glasses and silverware to kitchen for cleaning.
* Meeting with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties).
* Following all relevant health department regulations.

Provide excellent customer service to guests**.**

***EDUCATIONAL QUALIFICATION:***

*2016 Bachelor Degree of Technology*

2013 Advance level certificate

2009 Ordinary level certificate

***LANGUAGE SKILLS:***

English Fluent

French Basic

**INTRESTS**

* Hardworking, Focus and Multi Tasking
* Achieving the target goal.
* Building good relationship and learning from the new environment
* Learning new developmental skills