

CURICULUM VITEA

Personal details

Name : TECLAIRE GWLADYS BIENNEE BIBAYE NJOKE
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Language : English, French
Passport No : 1128191
Date of birth : 29/03/1993
Visa Status : Tourist Visa
Marital Status : Single



POSITION: WAITRESS/HOSTESS

CAREER OBJECTIVE:

Seeking a challenging carrier and experience in the ever-growing field of hospitality. As I contribute to organizational goals, as well as seeking a challenging position and responsibility so as to develop and advance my professional career there by meeting different people hence achieving my personal goals and objectives.

PERSONAL PROFILE

Detailed-oriented, disciplined and resourceful, professional candidate with exceptional skills, flexible personality and adaptability to new working environments.

I am a Talented French and English-speaking Cameroonian, with a desire to make guests feel welcome. Energetic personality strong work ethic. Eager to demonstrate advanced skills in food safety and customer service to new, rewarding opportunity.

ACADEMIC QUALIFICATIONS

- ✓ Advanced level certificate of education
2013-2014
- ✓ Certificate in MS Office 2013 / **Aptech, Wuse 2 (Abuja)**
2017

WORK EXPERIENCE

JUNE 2017 – January 2019

Secretary / Sahal Industrial Commerce & Energy Ltd., Garki 2 (Abuja)

- ✓ Receiving in and out calls
- ✓ Meeting and greeting Guest
- ✓ Tracking trucks
- ✓ Taking appointments
- ✓ Managing the daily/weekly/monthly agenda and arrange new meetings and appointments
- ✓ Preparing and disseminating correspondence, memos and forms
- ✓ Typing, preparing and collating reports
- ✓ Serving refreshment (tea/coffee) to the Guest

MARCH 2015 - MAY 2017

Waitress Room service/ Rosebud Hotel & lounge, Area 11, Garki2, (Abuja)

- ✓ Greeted guests in pleasant and courteous manner
- ✓ Used knowledge of drink recipes and training to provide quality coffee and beverages.
- ✓ Served an average of 600 patrons daily in an all-day dining restaurant
- ✓ Supported the shop operations with coffee equipment set up, checks and maintenance.
- ✓ Demonstrated a passion for specialty coffee and an appreciation of good presentation.
- ✓ Maximized cafe capacity by quickly clearing vacated tables.
- ✓ Provided effective coaching to help other baristas achieve and maintain high standards of quality and customer service.
- ✓ Discussed menu items and dietary concerns, noted special requests and suggested starters or other additional items to meet upsell goals.
- ✓ Cleaned, sanitized and organized food speed racks, bins, dry storage racks and chemical storage room.
- ✓ Confirmed legal drinking age of customers and discontinued service to intoxicated guests to eliminate liability and adhere to legal restrictions.
- ✓ Maintained neat and attractive bakery food cases.
- ✓ Stocked newly delivered inventory in storage, kitchen and food prep stations.
- ✓ Guided guests through dining rooms and provided needed assistance.
- ✓ Provided friendly and courteous service to all guests.
- ✓ Resolved complaints from guests by listening to issues and notifying restaurant manager.
- ✓ Adhered to quality expectations and standards.
- ✓ Answered questions about menu selections and made recommendations when requested.
- ✓ Communicated effectively with kitchen staff regarding customer allergies, dietary needs and other special requests.
- ✓ Pitched in to assist host station by showing guests to tables.
- ✓ Checked menus to verify current selection availability and cleanliness.

DUTIES AND RESPONSIBILITIES

- ✓ Using hands and arms in handling, installing, positioning, and moving materials,
- ✓ Observing, receiving, and otherwise obtaining information from all relevant sources;
- ✓ Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person;
- ✓ Developing constructive and cooperative working relationships with others, and maintaining them over time as a great leader;
- ✓ Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information ;
- ✓ Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

CORE QUALIFICATIONS

- ✓ Organized and punctual;
- ✓ Well-presented and professional;
- ✓ Excellent verbal and written communication skills;
- ✓ Proficient in Microsoft Office.

LANGUAGE.

- ✓ English (fluent)
- ✓ French (native)

KEY SKILLS AND STRENGTHS

- ✓ Excellent personal presentation and interpersonal skills

- ✓ Ability to assess the client's need
- ✓ Quick learner
- ✓ Initiative, Creative
- ✓ Passion for exceptional customer service
- ✓ Good communication skills and an excellent telephone manner
- ✓ Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ✓ Adjusting actions in relation to others actions.
- ✓ Talking to others to convey information effectively.
- ✓ Managing one's own time and the time of others

REFERENCES AND DECLARATION

I recognize that all the above-mentioned details are true to the best of my knowledge and given a chance, I shall discharge my duties to the entire satisfaction of my superiors.

Available upon request.

TECLAIRE GWLADYS BIENNEE BIBAYE NJOKE