

CURRICULUM VITAE

NAME: DIYMBA LOLA
ADDRESS: JUMEIRA BEACH RESIDENCE (JBR)
TEL: 0523040158
STATUS: MARRIED
VISA STATUS: RESIDENCE VISA
NATIONALITY: CAMEROONIAN



E-mail: diymbalola@gmail.com

RESTAURANT SUPERVISOR

PERSONAL SUMMARY

7 Years of experience in food and beverage and now looking forward to obtaining a position in a progressive environment which will challenge and utilize my ability.

PERSONAL SKILLS

Exceptional Interpersonal Communication, Customer-focused, Skilled Trainer, Effective Workflow Management, Excellent Time Management, Adherence to High Customer Service Standards, Effective Problem Solver, Inventory Control, Microsoft Outlook, Word and Excel, Exceptional Telephone Etiquette and most importantly **food safety** management system.

ACADEMIC QUALIFICATION

- GCE ORDINARY LEVEL
- GCE ADVANCED LEVEL
- BTECH in Business management

LICENSE AND CERTIFICATE

- HAACP LEVEL 3 (CRESCO SAFE)
- NEBOSH IGC
- Diploma in hospitality management(ALISON)

PROFESSIONAL WORK EXPERIENCE 7 YEARS

- ❖ **RESTAURANT SUPERVISOR @ SCARLET GERMAN BAKERY BLUEWATERS ISLAND (Sep 01 2019 to present)**

DESCRIPTION;

- Managed the daily function, maintaining the bar inventory including ordering.
- Resolved problems/concerns effectively to the satisfaction of all involved parties.
- Effectively manage the health and safety of employees in compliance with safety policy.
- Provided prompt, efficient, friendly, and quality service at all times.
- Trained, developed and counseled employees to develop a high performing team.
- Monitored restaurant continually; taking appropriate action to ensure food service standards are met.
- Ensure restaurant is fully prepared, clean and organized for operation.
- Helped minimize cost by reviewing portions and quality in preparations; ensuring high quality of preparation are met.

❖ HEAD WAITER@ JOE'S CAFÉ DUBAI MALL, 2017- 2019

DESCRIPTION;

- Make patrons aware of the day's specials and respond to their questions regarding ingredients
- Coordinate daily front of house and back of house activities
- Take customers' orders and repeat them to ensure accuracy
- Check prepared order for accuracy and portion size prior to serving
- Coordinate with servers to ensure that condiments and refills are served
- Educate the staff about the menu and follow up to make sure they are following restaurant standard.
- Present customers with bills, take payments and issue receipts

❖ WAITER @ BERTIN BISTRO AND ANDALUCIA {APPAREL GROUP 2016-2017}

- Welcome and escort guests to their tables
- Present clean menu to the guest and do suggestive selling
- Take order and relay to bar/kitchen respectively taking care of special requests
- Serve and check back after 2 to 3 bites to ensure my guests are okay
- Paying attention and keeping eye contact
- Handle cash and card payment
- Clean as a serve to maintain a clean environment
- Collaborate with the team keeping clear communication and maintaining a high standard of service during operation.

COMPUTER SKILLS

- Knowledge in internet
- Excel
- Microsoft
- PowerPoint
- Micros

HOBBIES

- Reading
- Travelling
- Swimming

REFERENCE

- Available upon request.

