

## APPLYING FOR HOSPITALITY/EVENT MANAGEMENT



### PERSONAL SUMMARY

Practical and organized person looking for a position in the hospitality sector, bringing three years' experience in the restaurant industry with Degree, to supervise workload during shifts while maintaining a positive attitude among staff.

### HIGHLIGHT QUALIFICATIONS

- Excellent time management skills
- Pleasant personality with the ability to converse in multiple languages fluently
- Excellent leadership skills
- Quick decision-making skills
- Outstanding crisis management skills
- Exceptional customer service abilities
- Ability and experience working with a dynamic team

### WORK EXPERIENCE

Worked as Hospitality Sector in GULF HOTEL, Dubai for 2 Years from 2020 to 2022

### RESPONSIBILITIES

- Hire qualified personnel when needed
- Organize and coordinate people and operations
- Supervise and oversee staff members
- Check supplies and equipment quantity and quality
- Manage budgets and approve expenditures
- Develop and communicate standard operating procedures
- Establish standards for customer service
- Ensure adherence to relevant legal, health and safety regulations and guidelines
- Knowledge of the best practices and procedures for customer service, hospitality management
- Excellent communication, leadership, relationship building and interpersonal skills
- Greeting customers and escort them to their tables and introduce specials.
- Presenting menu and provide detailed information when asked.
- Taking orders and repeating the orders in order to avoid wrong ordering.
- Following up customer's food and making sure it's on time as per the company policies.
- Direct up-selling additional products ie more drinks when appropriate.
- Continue punching extra orders using POS software, order slips etc.
- Continue providing excellent customer service to guests in order to make them come back.
- Printing out bills when requested and taking customers through payment and making sure they are happy with the service.

### DECLARATION

- I declare that the information presented above is strictly binding on to me.

**FRANCIS ASUKWO WALTER**

### PERSONAL DETAILS

Nationality : Nigeria  
Gender : Male  
Visa Status : Employment Visa

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Dubai UAE

### LANGUAGE

- English

### SKILLS

- Being able to interact and network with people
- Being flexible and disciplined
- Being industrious and diligent
- Being self motivated and level headed
- Business savvy and organization
- Communication, presentation and listening

### EDUCATION QUALIFICATION

High School

### HOBBIES

Meeting new people  
Travelling  
Watching movies  
Sports