

Lucky Day

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Personal Profile

Able to undertake various duties whilst running different work stations. Very hard working with a positive attitude to ensure full attention is given to providing the best service possible. Presentable and well groomed at all times as well as full knowledge and understanding of providing a high-quality customer service. Excellent team player, competent and can demonstrate good time management. Keen to learn, grow and develop new skills within the hospitality and catering industry.

Key Skills

- Communication skills
- People skills
- Hygiene Awareness skills
- Time Keeping skills
- Good Customer Service skills
- Health & Safety skills

Employment History

[Employer D – name and address]

Current

Duties and responsibilities:

- Front of house receptionist - taking reservations and cancellations
- Providing a polite and friendly customer service, face to face and over the telephone
- Waiting tables serving food and beverages
- Communicate to staff and management team about the performance of each service
- Weekly stock check of kitchen, bar and cleaning supplies together with updating stock list
- Daily monitoring of the working environment ensuring it was clean and clear from hazards and risks
- Responsible for own work station and workload, working between different food stations and drinks stands

[Employer C – name and address]

2014

Duties and responsibilities:

- Meet and greet guests directing them to refreshments and seating areas
- Daily preparation of breakfast, lunch and dinner services
- Regular inventory checks
- Attend to the requirements of hosts and guests
- Support team members when short staffed also covered when staff members were absent
- Daily cleaning of tables and utensils

[Employer B – name and address]

1999

Duties and responsibilities:

- Clearly communicate specific customer orders' to kitchen staff and head waiting staff
- Responsible for the hygiene of the dining area
- Offer customer's suggestions on suitable menu options
- Help with and contribute towards ideas for the room layout and service accessibility
- Take orders and input payments through Worldpay

[Employer A – name and address]

1998

Duties and responsibilities:

- Kept all areas of the café clean and tidy
- Made every effort to ensure a pleasant and welcoming service whilst serving customer needs during busy periods
- Help with stock check and itemised new stock
- Conversed with customers to promote daily specials and encourage return visits
- Help with and monitored the availability of café facilities ensuring they were clean and fit for use

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