



Cha Darius Jih

WAITER

PERSONAL SUMMARY

A hospitable, presentable and hardworking team member who possesses a high standard of personal appearance and hygiene. Always focused on making sure that every guest is served to the highest possible standards. Constantly working hard to ensure that guests' expectations are met and that their time being served is a memorable experience. Cha naturally enjoys talking to people and is much experienced in fast-paced customer service and call center environments. He is now ready for new challenges and is now seeking a suitable position with a reputable and exciting company.

WORK EXPERIENCE

Lady L Hotel – Food and Beverage section - Buea.

WAITER. *Jul 2017- Jul 2018*

-Worked in close collaboration with team members to ensure that customers received high quality of service, carefully taking orders, welcoming and seating guests and monitoring quality and accuracy of order delivery.

-Recognize customer dissatisfaction promptly and take action to resolve the situation according to individual level of responsibility and customer feedback/ complaint procedures.

-Presented menus, explained menu items and made recommendations along with assisting guests with particular food allergies and preferences to select items.

-Served and cleared food following correct etiquette.

-Checked orders for accuracy, quality and presentation standards.

El Palacio Hotel –Food and Beverage department - Buea.

WAITER *Sept 2015 - Jun 2017*

-Assisted guests in order selection by promoting specific menu items and specials.

- Frequently assisted colleagues during rush periods to foster/promote teamwork while providing exceptional service and guest dining experience.

-Competently and accurately processed charges produced bills and collected payments.

-Routinely cleaned table linens, table settings, glass water, carpets, counters, floors, storage areas and service refrigerators.

-Managed closing duties including restocking items and reconciliation of the cash drawer.

-Gained a broad base knowledge in most aspects of restaurant operations.

EDUCATION

Bachelor of Business Administration (BBA) in Management *Dec 2017*
Higher Institute of Commerce and Management – Uba

REFERENCES - Available on request.

COMPETENCIES

Fluent in English and French

Communication skills

Customer Service delivery

Food safety knowledge

Food industry knowledge

Cash handling

Presentation skills

Cold and Warm calling

TECHNICAL SKILLS

MS word processing

MS Excel-Spread sheets

MS PowerPoint

PERSONAL SKILLS

Service oriented

Withstand work pressure

Leadership skills

Teamwork

Passion for people

Proficient Multi-tasking

Attentive to detail

PERSONAL DETAILS

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