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# EMMANUEL MANDISHONA








Experienced Waitress



Dedicated professional with many years of exemplary service in the food service and hospitality industry. Committed to providing helpful, fast, and accurate service to patrons. Demonstrate active listening and communication skills to ensure customers are satisfied and happy.

Experience in various settings, including family restaurants, hotels, bars, cafeterias, banquets, and room service.

## DETAILS

-  Nationality  
Zimbabwean
-  Experience  
3+ Years
-  Joining Period  
Immediately
-  Visa Status  
Visit Visa
-  Gender  
Male
-  Marital Status  
Married
-  Languages  
English (Fluent)

## LITERACY

- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook
- POS

## EDUCATIONAL QUALIFICATIONS

- Bcom Hons Degree In Business Management And Information Technology
- Customer Service On-Job Training
- Communication Skills Training
- Basic First Aid & Fire Training

## PROFESSIONAL EXPERIENCE

**POSITION:** Waitress / Server

Queens of Heart, Zimbabwe | January 2022 to August 2023

### Job Responsibilities

- Welcoming customers with a warm smile and greeting.
- Asking customers where they prefer to sit. Immediately after they are seated, give them menus and take their drink orders.
- Taking orders in a timely and effective manner, providing customers with daily special options. Accurately recorded orders and partnered with team members to serve food and beverages (Hot and cold).
- Ensure delivery of an efficient service and the prompt serving of food courses and beverages to guests. Working closely with the kitchen team to ensure correct meals are delivered.
- Take prompt action whenever necessary to maintain the satisfaction and safety of all patrons and staff.
- Clearing tables after customers are finished with their meals and up-sale beverages to customers
- Consistently kept the eating and kitchen area clean and sanitary in compliance with health standards.
- Delivered exceptional, friendly and fast service

## ATTRIBUTES

- Ability to work unsupervised and under pressure
- Time conscious
- Ability to work well in a team
- Analytical and problem-solving skills
- Submissive and have respect for my seniors
- Honesty and integrity

## CORE SKILLS

- Safety awareness
- Excellent customer service
- An ability to follow rules and procedures
- Teamwork
- Remaining calm under stressful situations
- Reliability, flexibility and adaptability
- Empathy and understanding
- Organization and attention to detail skills.

## REFERENCES

- Available upon request

### POSITION: Waitress

Nandos, Zimbabwe | February 2021 to December 2021

#### Job Responsibilities

- Greet customers and hand out menus.
- Take meal and beverage orders from customers and place these orders in the kitchen.
- Make menu recommendations and inform patrons of any specials.
- Deliver meals and beverages to tables when they have been prepared.
- Check that customers are satisfied with their meal.
- Prepare the bill for tables when requested.
- Cash up bills and ensure that the correct amount has been paid.

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### POSITION: Waitress / Server

Pamuzinda Lodge, Zimbabwe | May 2020 to January 2021

#### Job Responsibilities

- Welcoming guests, assist diners with selecting table.
- Offer menus and take drink orders.
- Assist diners with ordering by answering menu questions and making recommendations to up sale meals.
- Inform guests about restaurant customer loyalty program, or any other specials and promotions.
- Take accurate food and drink orders using a restaurant POS system and communicate order details to the kitchen staff as needed.
- Clearing tables after customers are finished with their meals and up-sale beverages to customers
- Up-sell any additional products when appropriate.
- Provide excellent customer service to everyone who visits the restaurant.

