

# CURRICULUM VITAE

## WAITER/HOST

**Ngoran Florian**

**Email:** \_Ngoranmbuh@gmail.com

**Tel:** 0563711844

**Visa status:** visit visa



### ***CAREER SUMMARY:***

An Enthusiastic, Diligent, and industrious individual, with multitasking skills in the Hospitality Industry, and Customer service skills. Currently seeking a suitable opportunity in a similar position to any trustworthy Organization, with a reputable employer, that rewards meritocracy, appreciates and authenticates endurance, competency, and loyalty of employees, to forge my career ahead, for future greater achievements, and also to help the company to meet up with its aspirations.

### **PROFESSIONAL SKILLS**

- Provide the perfect service experience for every Guest
- Ensure the Guest feels important and welcome in the restaurant
- Ensure hot food is hot and cold food is cold
- Adhere to timing standards for products and services
- Look for ways to consolidate service and increase table turns
- Present menu, answer questions, and make suggestions regarding food and beverage
- Serve the Guest in an accommodating manner
- Must know all food liquor, beer, wine, and retail offered
- Apply positive suggestive sales approach to guide Guests
- brewing skills
- communication skills
- Calibrating espresso machine

### **POSITION: WAITER**

**spin Café , Abu Dhabi (part-time)**

### **RESPONSIBILITIES:**

- Monitored closely with order quality and ensured company standards were maintained.
- Checked processing of payments was accurately performed and efficiently resolved queries.
- Receive food & and drink orders & and serve customer requests to the standards required.
- Prepare and serve different kinds of drinks and beverages
- Serving dishes to customers at tables.
- Ensure timely delivery of all food & and beverage items to customers.

- Making recommendations from the menu if requested.
- Answer guest queries politely and helpfully.
- Ensuring good Bartending.
- Supervise and take good care of the Bar
- Ensuring the food service area is kept clean and tidy once all the guests have left.

## **MAWA HOTEL AND SUITES, CAMEROON (June 2013 to December 2022)**

### **POSITION: WAITER**

- Check persons' identification to ensure that they meet the minimum age requirements for Consumption of alcoholic beverages.
- Collect payments from customers.
- Inform customers of daily specials.
- Clean tables and/or counters after patrons have finished dining.
- Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
- Remove dishes and glasses from tables or counters, and take them to the kitchen for cleaning.
- Check with customers to ensure that they are enjoying their meals.
- Serve food and/or beverages to clients, prepare and serve specialty dishes at tables as required

### **EDUCATIONAL BACKGROUND**

- Secondary school completion
- Driving license (home)

### **Computer SKILLS:**

- Microsoft Office suite – Microsoft Word, Microsoft Excel,

### **INTEREST AND ACTIVITIES**

- Cooking
- Reading
- Sport,
- Traveling,
- Meeting other people and learning all about their cultures

### **Languages**

- English and French

**DECLARATION:** I attest that the above information is true and can be justified.