

LIAN AMOLATA

FOOD AND BEVERAGE ATTENDANT

WORK EXPERIENCE

Stay Cafe

Waitress/Hostess

Dar Wasl Mall, Al Wasl, Dubai, UAE

2023

- Responsible for doing all preparations before and during the service, like preparing tables and polish cutlery.
- Have an extensive knowledge of the menu's and other F&B outlets.
- Taking orders from the guests, explaining the menu and advising the guest on their decision making.
- Communicating with the kitchen about the orders and being very clear about special wishes of guests.
- Serving the guests with all food and beverage requirements during their stay in an attentive and efficient way.
- Responsible for cleaning tasks during and after service.
- Making sure that all the guest areas look immaculate.
- Ensuring your guests receive what they ordered, guest satisfaction is key at all times.
- Consistently upsell of food and beverages and making guests aware of promotions.
- Dealing with the payments and doing closure paperwork if required.
- Taking reservations, in corporation with the supervisor and hostess/host if necessary because of special requests of the guest.

Massimo Italian Restaurant

Waitress/Hostess

Jumeirah Beach Residence, Dubai UAE

2022

- To provide the perfect service experience for every guest by ensuring they will feel important and welcome in the restaurant
- Greeting guests as they enter, and putting them on a waiting list as necessary. Assist them to the designated waiting list areas.
- Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers
- Providing guests with menus and answering any initial questions.
- Engaging with guests to ensure they're happy with food and service.
- Responding to any guest complaints, address the floor supervisor as necessary and help to resolve them.
- Helping out with other positions in the restaurant as needed.

ABOUT ME

Experienced Hospitality Management professional with a passion for delivering outstanding guest experiences. Strong track record in team leadership, operational efficiency, and revenue generation. Proven ability to exceed customer expectations and drive business growth. Skilled in strategic planning, customer service, and maximizing profitability. Committed to creating a positive and welcoming environment for guests. A results-oriented leader who excels in fast-paced settings and thrives on delivering exceptional service.

EDUCATION

Hotel & Restaurant Management

Mati Polytechnic College

2015

CONTACT

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