



NOMBUSO MOYO

HOSTESS | WAITRESS

Contacts

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- Al Khail Gate, Phase 2, Dubai, UAE
- Zimbabwean

Work Experience

Cashier | Service Crew JAN 2024 - Present

Charley’s Phily Steaks | Dubai | United Arab Emirates

- Delivered exceptional customer service with a 95% positive satisfaction rating, ensuring quick, accurate order fulfillment and complaint resolution.
- Processed 200+ transactions per shift with accuracy, reducing cash discrepancies by 15% through diligent cash handling.
- Increased monthly add-on sales by 20% through personalized recommendations and consistently exceeding upsell targets by 15%.
- Maintained a clean, sanitary work environment with 100% compliance on health inspections, contributing to a safe, efficient workspace.
- Collaborated with team members to reduce service time by 30% during peak hours and supported new hires to reach proficiency within two weeks.

Supervisor, Cashier Team Leader JUN 2023 - JAN 2024

Gates Hospitality, Expo City, Dubai, United Arab Emirates

- Resolved cash tills at shift end, generating accurate till reports and summaries for daily operations.
- Provided detailed end-of-day reports to the Operations Manager, aiding in strategic decision-making.
- Supervised checkout stations, ensuring cleanliness and efficiency across all cashier functions.
- Served as the main contact for customer service associates, ensuring seamless operations.
- Managed cash flow, price checks, and general checkout functions for smooth customer experiences.

Cashier/ Waitress FEB 2021- MAR 2023

Chimneys House Dubai, United Arab Emirates

- Processed customer transactions swiftly and accurately using POS systems, ensuring a positive customer experience.
- Warmly greeted all customers, providing prompt and courteous service.
- Accurately scanned and rang up items/orders, handling all cash and card transactions smoothly.
- Checked in with customers to ensure satisfaction and promptly addressed any concerns.

Waitress | Hostess JAN 2019 - FEB 2021

Eye Of Africa (Greens GrillHouse) Restaurant, Gauteng South Africa

- Delivered outstanding customer service by welcoming guests and managing seating arrangements.
- Effectively handled waitlists and reservations, seating guests promptly.
- Accurately recorded orders, communicated with kitchen staff, and ensured timely delivery of food and beverages.
- Demonstrated thorough menu knowledge, assisting guests with dietary needs and preferences.
- Maintained a clean and organized dining area by promptly clearing and resetting tables after each service.

About Me

Experienced and customer-focused waitress and hostess with a proven record of delivering exceptional service in dynamic restaurant environments. Skilled in greeting and seating guests, managing reservations, and providing a smooth dining experience. Known for anticipating customer needs, offering personalized service, and resolving issues promptly. Strong knowledge of menu items and dietary requirements, with the ability to make tailored recommendations. Team player with excellent communication, multitasking abilities, a friendly attitude, and a commitment to creating memorable dining experiences.

Education

Phakamani High School

HIGH SCHOOL LEVEL CERTIFICATE

ZIMBABWE

Global Institute College, Zimbabwe

Bartending & Waitressing Certificate

ZIMBABWE

Technical Skills

- Microsoft Office Suite
- Payment Processing Systems
- Point of Sale (POS) Systems

Achievements

Employee Of The Month

- Eye Of Africa (Greens GrillHouse) Restaurant, Gauteng South Africa

Skills

- Customer Service Excellence
- Sales Strategy & Upselling
- Reservation & Table Management
- Team Leadership & Training
- Issue Resolution & Troubleshooting
- Product Promotion & Market Analysis
- Time Management & Efficiency

Languages

- Zulu
- Shona
- English (Professional)