



# MAY ANN I. NIDUA

## PROFILE

A career minded individual with 4 years' experience in Hospitality Industry including pre-opening experience. The capability to handle day to day operation smoothly has been the effect of diversified experience in the hospitality industry. Having an approachable and strong personality and proven to have administrative experience that are fast-faced and challenging. Looking for a new challenging position, one will make use of my existing experience and further my personal development.

## WORK EXPERIENCE

### ● Anantara The Palm Dubai Revo Cafe

June 3, 2022 - December 25, 2024

#### Head Waitress

- Train and mentor team member and adhere to brand standard.
- Monitor inventory levels and coordinate with the purchasing to manage stock effectively and ensure product availability, that includes general items, foods and beverage.
- Maintain clean and safe environment for both staff and guest.
- Update profile note in every guest complaint and incident status in Opera System.
- Handles guest complaints and feedback.
- Achieve daily sales goals by suggesting updated menus and promoting new products.

### ● Novotel Hotel 365 All Day Dining

October 22, 2021 - May 30, 2022

#### Waitress

- Act as hostess during breakfast operation.
- Update menu board daily and change during meal period.
- Take food and beverage order accurately and serve to table promptly.
- Coordinate with the kitchen staff to ensure timely order preparation as per LQA standards.
- Perform closing procedure at POS including dropping of cash and reports.

### ● KFC Guest Expert

October 18, 2018 - September 11, 2021

- Operating cash registers and handling financial transactions.
- Preparing and cooking KFC menu items according to company recipes and procedures.
- Following company policies and operational procedures including health and safety guidelines.
- Provides training to all new team member from FOH, MOH, BOH, and delivery.
- Update punch edit and employee meal in every closing procedure.
- Handover cash and credit card transaction to supervisor upon shift intervals.

## CONTACT



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## EDUCATION



2007 - 2011

AKLAN CATHOLIC COLLEGE

- Bachelor of Science in Hospitality Management

## TRAININGS RECEIVED



Guest Service Center Cross Training



First Aid Training



HACCP



Processes & Documentation

## AWARDS

Employee of the  
Month - KFC  
JBR



Star of the  
Month -  
Anantara the  
Palm Dubai

## SKILLS

Customer Service  
POS System Proficiency  
Attention to Detail  
Cash Handling  
FMC Ordering  
Food Safety Awareness

- **Society of St Paul Inc.**  
**Admin Assistant**

June 2014 - October 2018

- Act as central office receptionist, greet visitors and suppliers and point them in the right direction, answer inquiries, and create a welcoming environment.
- Screen phone calls, redirect calls, and take messages.
- Performing administrative tasks, such as maintaining files and documents of suppliers and managing schedules of Supervisors and Directors.
- Receive deliveries, sort and distribute incoming mail Receive invoices and review for accuracy.
- Maintain and order office supplies.
- Handles petty cash and reimbursement monthly with 24 outlets.