



AIDANA KAMCHIEVA

EDUCATION HISTORY

OSU 2015-2019

- Bachelor's degree in Social Work.
- Computer Science.

SKILLS

- Excellent customer service and communication skills
- Proficient in POS systems and order processing
- Ability to work in high-pressure, fast-paced environments
- Strong attention to detail and accuracy in order taking
- Team player with a positive attitude and strong work ethic

CONTACT

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PROFILE INFO

SERVER

Service-oriented server with good experience in the hospitality industry. Proficient in delivering exceptional customer service, managing high-volume orders, and ensuring guest satisfaction. Skilled in upselling and adept at working in fast-paced environments. Seeking to leverage my expertise to provide top-notch service in a dynamic restaurant setting.

WORK EXPERIENCE

Hotel EMC2, The Albert

2024 - present

- Ensured optimal guest experience by seating guests, taking orders, serving dishes, and removing dinnerware promptly and with a positive attitude
- Managed orders and accompanying financial transactions using digital Point of Sale system
- Knowledgeably recommended menu items based on customer needs and preferences, including upselling complementary dishes and drinks
- Negotiated resolved customer concerns
- Ensured maintenance of food hygiene in accordance with standards and guidelines

Maman Zari tasting restaurant

2023-2024

- Taking orders accurately and efficiently, ensuring that each course is served at the right time and temperature.
- Table Setting and Presentation:
- Setting the table with appropriate glassware, flatware, and utensils for different courses.
- Ensuring that each wine is poured correctly and presented elegantly to guests.
- Communicating effectively with the kitchen staff to ensure timely preparation and delivery of each course.
- Addressing any specific dietary restrictions or preferences communicated by guests.

Bereket Mediterranean restaurant

- Excellent customer service and communication skills
- Proficient in POS systems and order processing
- Ability to work in high-pressure, fast-paced environments
- Strong attention to detail and accuracy in order taking
- Team player with a positive attitude and strong work ethic