



Professional Experience

- Working as a Barista in **Starbucks at Al Shaya Groups** from 02 August 2022 to till now
- Working as a Barista/Waiter cum Cashier in (Italian) **Il café de Roma by Lavazza Restaurant** in (Jumeirah Beach Residence) from 10 April 2021 to July 2022.
- Working as a Waiter in **Lavender Restaurant** in Dubai Police Headquarters from 10 Feb 2019 to 20 March 2021.
- Worked as a Waiter in **Abu Dhabi National Hotel** 2015 to 2018.
- Worked as an Internship Trainee **Grand Hyatt Goa** for 6 months. (April 2014 to sept 2014).

Duties and Responsibilities

- ❖ Greet customers politely as they enter the restaurant
- ❖ Present menus to customers
- ❖ Maintain an up-to-date working knowledge of the menu items and daily specials
- ❖ Explain the menu items in terms of preparation, ingredients and presentation
- ❖ Be aware of allergy information on menu items
- ❖ Answer inquiries about food and beverage items on the menu
- ❖ Inform customers of special items not listed on the menu
- ❖ Take food and beverage orders accurately including any special request
- ❖ Monitor customer's needs and promptly handle requests
- ❖ Handle customer complaints in a polite and professional manner
- ❖ Comply with safety, health and hygiene policies and procedure.

Core Competencies

- ❖ Excellent written and verbal communication skills.
- ❖ Ability to work in a team, Multitasking.
- ❖ Customer service skills and good leadership abilities.
- ❖ Leadership Skills
- ❖ Basic Computer Skills (Microsoft Office, SAP)

DECLARATION

I hereby declare that the above details furnished by me are true to the best of my knowledge and belief.

Sammeta Vamshi Goud

Dubai, UAE

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Languages : English Hindi & Telugu

CAREER PROFILE

To work in a challenging environment as a Senior Waiter /Cashier, where I will be able to provide prompt and courteous service to the customers of a hotel, customer lounge or club.

EDUCATION

- Bachelor of Hotel management from Jawaharlal Nehru Hotel Management College in 2014.
- Intermediate from Telangana Board India.
- Board of Secondary Education from AP Board.

PERSONAL DETAILS

Date Of Birth : 19/Oct/1996

Marital status : Unmarried

Gender : Male

Religion : Hindu