**LOT #76 VALLEY VIEW DRIVE**

**FIVE RIVERS AROUCA.**

**To Whom It May Concern**

I am seeking the opportunity to apply myself to the vacant Position to enable me to capitalize on my experience whilst allowing me to progress in my career and advance within customer services in general. The position seems to be an ideal prospect in view of my experience and career aspirations. I now desire a fresh challenge to enable me to fulfill my career objectives and build upon my existing skills.

As my CV reflects, I have amassed over 7 years’ progressive experience. I worked at TGI FRIDAYS PORT OF SPAIN as a server, JMALONES/TRADERS JACK ISLAND GRILL as a server my previous roles have honed my customer service, communication and interpersonal skills to a high degree, increasing my ability to resolve issues swiftly an independently.

I believe am suitable for the position because I wish to utilize relevant skills and develop new ones for long-term aspirations within the Hospitality industry. I hope therefore, that on consideration of my CV, you will be persuaded of ability to perform well as a member of your team. Enclosed is a copy of my Curriculum Vitae for your perusal. I look forward to hearing from you at your earliest convenience.

**Yours Respectfully,**

**Fiona Anetta Simmons**

**Fiona Anetta Simmons**

**Lot # 76 Valley View Drive**

**Five Rivers Arouca 337-5737**

**FionaSimmons25@gmail.com**

**SUMMARY**

Outgoing Waitress offering tensive knowledge of hospitality etiquette, food preparation, and superior customer service. Organized, Independent professional offering 7 years’ experience in the food industry. Detailed-orientated with strong time management skills and ability to learn new task quickly.

**HIGHLIGHTS**

* Point of Sale (POS) System operation
* Works well under pressure
* In-depth food and wine Knowledge
* Food ingredients expert
* Well groomed
* Food allergy conscious
* Upbeat, outgoing and positive
* Exceptional interpersonal skills
* Superb trainer
* Highly responsible and reliable

**WORK**

**EXPERIENCE Bootleggers/Eurasia Sushi Restaurant 2013-2014**

Waitress

* Provided exceptional, friendly an efficient service.
* Skillfully anticipated and addressed guests service needs.
* Consistently adhered to quality expectations and standards.
* Appropriately suggested additional items to guest to increase restaurant sales.
* Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.

**Muscovado Restaurant-Millennium Lakes Golf and Country Club**

**2012-2013**

Waitress

* Provided exceptional, friendly an efficient service.
* Skillfully anticipated and addressed guests service needs.
* Consistently adhered to quality expectations and standards.
* Appropriately suggested additional items to guest to increase restaurant sales.
* Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.

**Jmalones Irish PUB 2009-2012**

**HEAD WAITRESS**

* Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
* Managed closing duties, including restocking items and reconciliation of cash drawer.
* Accurately recorded orders and partnered with team members to serve food beverages that exceeded guests’ expectations.
* Effectively used items in stock to decrease waste and profit loss.
* Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests.
* Inquired about guest satisfaction, anticipated additional needs, and happily fulfilled requests.
* Trained and mentored new wait and host staff.
* Implemented new drink policies that reduced over pouring by 30%.
* Worked closely with management to improve front of house morale.

**TGI FRIDAYS 2008-2009**

Waitress

* Provided exceptional, friendly an efficient service.
* Skillfully anticipated and addressed guest’s service needs.
* Consistently adhered to quality expectations and standards.
* Appropriately suggested additional items to guest to increase restaurant sales.
* Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.

**Langston Roach Industries 2005-2008**

Shift Supervisor/Production Associate

**Responsibilities include:**

* Ensure production quota and deadlines are met.
* Supervise Employees .
* Liaise with other department to ensure efforts are well co-ordinated and complementary.
* Assist in the resolution of employees grievances.
* Maintain a record of production/distribution and employees files.

**Education**

* M.C.T-Micro Corporate Training

Introduction to computer literacy

Microsoft Word

Microsoft Excel

Microsoft Access

Microsoft Power Point

* **St Augustine Senior Comprehensive School 2002-2004**
* **CXC GENERAL PROFICENCY**

CXC Mathematics

CXC English

CXC History

CXC Principles of Business

CXC Integrated Science

* **Five Rivers Junior Secondary School 1999-2002**
* **Five Rivers Islamic T.I.A Primary School 1992-1999**

**HOBBIES**

Reading, listening to music and interacting with people.

**References**

**Mr. Matthew Garcia**

**Marketing & Communications**

**Event Analyst**

**TSTT Mobile Marketing**

**Contact 1868-483-1068**

**Mark Moreno**

**Manager**

**BMOBILE-CELL 4 LESS**

**Contact-1868-388-5504**

**720-2222**

**Micheal Marquis**

**Supervisor-RUSTREET Bar & Lounge CONTACT NO.-490-4832**

**CELL 4 LESS/ BMOBILE OCT 2O14 – JANUARY 2015**

**RESPONSIBILITIES INCLUDE-:**

**Customer Sales Representative**

SUMMARY

Responsible for acting as a liaison between customer and companies

Assists with complaints , orders, errors, account questions, billing, cancelations, and other queries.

**PRIMARY RESPONSIBILITIES**

* Resolve customer complaints via phone, email, mail or social media.
* Use telephones to reach out to customers and verify account information
* Greet customers warmly and ascertain problem or reason for calling
* Cancel or upgrade orders
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers
* Place or cancel orders
* Answer questions about warranties or terms of sale.
* Act as the company gate keeper.
* Suggest solutions when a product malfunctions
* Handle product recalls.
* Attempt to persuade customer to reconsider cancellation
* Inform customer of deals and promotions
* Sell products and services
* Utilize computer technology to handle high call volumes
* Work with customer service manager to ensure proper customer service is being delivered
* Close out or open call records. Compile reports on overall customer satisfaction. Read from scripts Handle changes in policies or renewals.