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**Golda Serrilla**

**goldaspencer@yahoo.com**

**Woodbine Estates St James**

**4736927**

**Objectives** – To obtain a position that allows me to use my considerable Customer

Service, Word Processing skill and Documents preparation experience.

**Education-** Belmont Junior Secondary 1999-2001

South East Port of Spain (continuation school) 2005-2006

**Courses** - Patient Care Assistant- 2015**Ytepp Certified**

Microsoft Office –**Delta soft School 2005**

CXC-2008

Food Service Management –2016 **UWI Short Courses**

**Training** – OJT Program -**2007-2009 (clerical)**

**Experience**

**St Andrews Home for the Aged- practical training for (ytepp)**

**National Canners Ltd- merchandiser**

Packing brands (Mabel’s, MP, Mataouks National)

Making sure all good are in order packed on shelves

Going from stores to stores making sure everything is in place

**Massy Stores-(2013-2015) Cashier**

Count Cash at the beginning of each shift

Great customer service to each and every customer

Accurate change to every customer

Balance at the end of each shift

**Ministry of Food Production- Relief Worker (Checker)-(2012-2014)**

Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.

Listen attentively to caller needs to ensure a positive customer experience.

Access electronic and paper cataloging systems to look up product information and availability.

Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.

Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds

**OJT Ministry of Public Administration Clerk (2008-2010)**

Using and Operating Switchboard system as an operator

Doing Microsoft excel work sheet for Clerk II

Filing away document in numerical and alphabetical order.

**Denny’s Restaurant (hostess/cashier)**

1. Greets and seats guests, presents menus to guests, informs them of special catch and soups.
2. Treats all guests in a manner to ensure their complete satisfaction. Always strives to exceed guests' expectations.
3. Takes names on a waiting list.
4. Runs the floor plan board.
5. Observes tables and keeps track of clean, dirty and occupied tables.
6. Takes guest information and quotes wait times to guests accurately when tables are not immediately available.
7. Cleans, organizes and stocks menus at host area.
8. Answers phone and answers questions concerning the menu and restaurant.
9. Interacts with guests as they arrive and as they leave the restaurant to ensure positive dining experience.
10. Fills to-go orders, if applicable.
11. Maintains restrooms throughout shift.
12. Sweeps foyer and front entrance area frequently.