



# Laila A. Saddaramil

## Senior Waitress

Hardworking, dedicated Senior Waitress with almost 6 years of exceptional customer service experience in a Cafe and Restaurant establishment. Possesses exceptional attention to details, able to learn skills quickly and adapt in a new environment. Has the ability to multitask and can work well under pressure. Prioritize customers' needs and passionate in guaranteeing overall customers satisfaction.

## Experience

### February 2019 - 2023 Current

Barnyard Country Coffee | Zamboanga City, Philippines

#### Senior Waitress

- Supported the supervisor and manager in improving operations and resolving issues to deliver top-notch customer service
- Assigned duties, responsibilities, and workstations to employees in accordance with work requirements.
- Greets and seated the customers in a friendly manner
- Assist customers with menu while demonstrating a thorough knowledge of the food, beverages, and ingredients.
- Assisted wait staff in serving food to customers efficiently
- Effectively communicated with kitchen staff regarding customers needs and requests
- Effectively builds rapport with customers to meet and exceed their expectations and gain customer return
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Assisted in cashiering and point of sale system procedures during busy hours.
- Help trained and mentored new staff to provide exceptional customer service and resolve complaints
- Recommended measures for improving work procedures and worker performance to increase service quality
- Inspect supplies, equipment, work areas and report any problems to the Supervisor
- Effectively listens to all the staff and coordinate with them to provide our customers excellent customer service and pleasant dining experience

### May 2017 - January 2019

Barnyard Country Coffee | Zamboanga City, Philippines

#### Waitress/Barista/Cook

- Greeting providing warm welcome and seating customers
- Taking orders and making recommendation if requested or when necessary
- Ensure timely delivery of all food & beverage items to customers.
- Anticipating and addressing customers' needs and complaints
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas
- Re-filled, wrapped silverware, prepped for the next shift/next day
- Ensuring the food service area is left clean and tidy once all the guests have left
- Constantly communicates with other wait staff and coordinate with barista and kitchen to ensure that the food and beverages are served timely
- Contributed a meal and beverages added to the menu
- Making coffee and other beverages when needed during peak hours and also assist in cooking and preparing meals

## Contact

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Brgy. Zone III, Zamboanga City,  
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## Education

Graduated SY: 2014

**BS PSYCHOLOGY**

Ateneo de Zamboanga University

## Skills

- Excellent Communication skills
- Excellent Interpersonal skills
- Multitasking and Organization skills
- Exceptional Customer Service
- Decision Making Skills
- Attention to details

## References

### Jeanetter E. Mangaring

General Manager, Barnyard Country Coffee  
Phone: +639654475282

### Analiza F. Romero

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### Engr. Ben-Azizkhan S. Hamid

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