**SHRADDHA TIYAR**

A7 Saidham Row houses,

Sagar Village, Dhatrak Phata,

Panchavati.

Nashik-422012.

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Personal statement

I am a very capable, results orientated Waitress with experience in owning a high performing restaurant and hotel. I have an ability to evaluate opportunities and risks to deliver innovative new solutions to nurture and grow a business. I have excellent people skills and enjoy leading the business from the front by offering creativity. I am currently looking for a suitable position which is heavily customer orientated with an ambitious forward-thinking company.

Work Experience

Guest Service Associate, Happy Food Corner, Nashik , India

10/2019 – present

Responsibilities & Achievements

-Greet and escort the guest to their tables.

-Present menu and provide detailed information when asked which may include portions, ingredients or potential food allergies.

-Up-sell additional products when appropriate.

-Ensuring that the guest is comfortable.

-Making sure that the area is cleaned before and after the arrival of the guest.

Hostess, Asian Wok & Grill, Nashik, India

05/2019 – 10/2019

Responsibilities & achievements

-To check the reservation book for the reservations for the next meal period. .

-To check that the reservation signs are placed on the table.

-To greet the guest as they enter the restaurant.

-Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of guest

-Checking with the guest and ensuring their satifaction.

Guest Service Associate, The Leela Palace, Bengaluru, India

05/2018 – 10/2018

Responsibilities & achievements

- To take orders, serve food and beverages, check in with the customers, collect payments, answer questions regarding menu items

- To undertake training as instructed by the Head Captain.

- To prepare certain food items, explain daily special and bring alcoholic beverages to table.

- Checking with customers and ensuring satisfaction.

- Setup dining areas, prepare tables and perform cleaning duties.

- To undertake further training when required.

Hostess, Dominos Pizza

07/2017 – 04/2018

Responsibilities & achievements

-To make the seats availability for the guest.

- Making sure that the orders are delivered to guest.

- To take the orders as well.

- To explain the daily values to the guest.

- Making sure that the dining area is cleaned after certain period of time.

Qualifications

Hotel Management and Catering Technology

2016 - 2019

Bachelor’s Degree

Higher Secondary Education, Nashik   
2014 - 2016  
HSC

**Essential Skills**

- Proven organisational skills to adapt to changing environments - The ability to think on your feet and always be one step ahead

- Excellent PC skills including Word, Excel PowerPoint, and outlook

- Ability to prioritise work and manage time effectively - multitasking and prioritising workload ensures the most effective and efficient way in time management

- Excellent customer service skills - polite, confident and friendly, understand the needs of clients and be able to remain patient, calm and polite in difficult situations.

- Excellent problem-solving skills - can follow instructions, be good at teamwork and able to work on their initiative.

**Software Skill**

Good working knowledge of MS Word, Excel and PowerPoint with good typing skills.

**Interest**

Listening songs, Travelling, Reading