

Tasphia Alam

15717 – 86 Ave NW, Edmonton, Alberta T5R 4C5

780-904-9551

tasphia.alam@hotmail.com

Professional and hardworking individual with a proven record of delivering first-class customer service in fast-paced environments. Recognized for upbeat energy, confidence, and strong interpersonal skills that foster positive relationships with colleagues and clients. Demonstrates excellent organization, time management, and multitasking abilities with a commitment to accuracy and quality. Dedicated to contributing to team success, maintaining professionalism, and providing efficient, customer-focused support in any workplace. Highly proficient in Microsoft Word, Excel, and Outlook. Adaptable, dependable, and quick to learn new systems and procedures.

Work history

Server

Pennydale Junction, Battleford, SK

April 2024 - October 2025

- Delivered professional, friendly service to a diverse customer base in a fast-paced environment.
- Maintained accurate records of transactions and processed payments through POS systems.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Carried out complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Maintained thorough menu knowledge to sufficiently answer questions regarding menu item sourcing, ingredients and cooking methods.
- Maintained order efficiency and accuracy through clear communication with kitchen staff, earning numerous recommendations from satisfied customers.
- Helped customers with dietary restrictions, allergies and intolerances obtain safe, delicious food by working closely with kitchen staff on alternatives.
- Resolved customer inquiries and issues efficiently, ensuring positive experiences.
- Managed time effectively to handle multiple tasks and maintain service quality.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Met customer call guidelines for service levels, handle time and productivity.

Guest Service Associate/Server

Le Méridien Dhaka, Dhaka, Bangladesh

June 2022 - March 2024

- Provided front-line customer service, assisting guests with inquiries, reservations, and requests.
- Coordinated with multiple departments to ensure smooth service delivery and guest satisfaction.
- Maintained accurate information on menus, promotions, and service standards.
- Trained in professional communication, teamwork, and handling confidential information.
- Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Handled customer complaints to satisfy and retain guests.
- Remedied issues quickly and effectively through active listening, conflict resolution, and dynamic communication skills.
- Created welcoming and comfortable environment for guests.
- Scheduled and confirmed restaurant reservations for guests.
- Upheld hotel policies and procedures by providing high level of customer service.

Skills

- Customer Service & Client Relations
- Guest engagement
- Communication & Interpersonal Skills
- Problem Solving & Conflict Resolution
- Time Management & Organization
- Positive and professional
- Relationship management
- Data Entry & Record Management
- Cash Handling & POS Systems
- Team Collaboration & Reliability

Education

Jatir Janak Bangabandhu Sheikh Mujibur Rahman Govt. College at Dhaka, Bangladesh

Higher Secondary Certificate (HSC) in English, ICT, Physics, Chemistry, Biology, Mathematics

Languages

- English
- Hindi
- Bengali
- Urdu

Certifications

- Serve it Right Saskatchewan
- Food Safety Canada