

# Tasphia Alam

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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

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### 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

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

## Education

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

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

## Languages

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| • English | • Bengali |
| • Hindi   | • Urdu    |

## Certifications

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| • Serve it Right Saskatchewan | • Food Safety Canada |
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