



ZENO COLLINS

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DUBAI.U.A.E

PROFILE SUMMARY

A senior waiter with 6 years of experience a resourceful and result driven enthusiast with exceptional organizational and administrative skills in Hospitality Environment. Committed to giving exceptional customer service with expertise in responding actively to guest needs and delivering matchless services in areas of dining, accommodation and room services. Seeking for career enhancement in a stimulating organization where team work, dynamism and corporate excellence are pursued.

CORE SKILLS/AREAS OF EXPERTISE

- Knowledge of Microsoft Office suite, data entry and research methodology
- Excellent communication abilities and teamwork
- Sensitive to cultural diversity having lived overseas and worked with many nationalities
- Able to accurately establish priorities and quickly adapt to changing needs
- Strong knowledge of food and beverage cost and quality control
- Cultural sensitivity and complaint handling
- High level of food service and beverage knowledge
- Relationship management and nurturing
- Excellent level of attention to details and time management

WORK EXPERIENCE

BARBEQUE NATION RESTAURANT LLC– Dubai, UAE

Guest Service Attendant

Oct 2016 – Present

- Demonstrate and promote enthusiasm and passion for internal customers and guests, providing them with warm, comforting, and relaxing experience
- Connect with guests and internal customers, developing strong, positive, professional relationships
- Treat others with trust and respect regardless of position, level, or background
- Collaborate with others to achieve the goals of the resort
- Respect personal and cultural differences, creating a sense of belonging and inclusion
- Assist with any customer inquiries concerning menu selections
- Assist customers by providing information and resolving their complaints
- Provide excellent table service and fostered guest satisfaction in fast-paced restaurant and bar

KEY ACCOMPLISHMENTS

- Deliver warm/comforting service that consistently exceeds internal customer/guest expectations
- Enhanced the guest's positive feedback by 40% through demonstration of exceptional work etiquette and hospitality skills
- Consistently commended for sharing credit with others and celebrates their accomplishments
- Adopted proactive approach to customer complaint resolution enhancing the efficiency by 50%

BABTUMA RESTAURANTS & CAFÉ– Dubai, UAE

FOOD RUNNER

May 2015 – Sept 2016

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customers service.

- Operating cash registers, managing financial transactions, and balancing drawers Communicated with the kitchen once orders are taken
- Ensured quantity, quality and accuracy of order and customers' satisfaction
- Cleaned tables and ensured settings were maintained to original high standard
- Prepared final bill and ensured payment processed
- Maintained excellent level of cleanliness in the dining area
- Participated in monthly staff meetings and training sessions

KEY ACCOMPLISHMENTS

- Ensured all kitchen equipment are in excellent condition and to a high standard of cleanliness
- Earned reputation for strong work ethics, honesty and full commitment to given task
- Contributed massively to overall enhancement of referral clientele by demonstrating immaculate customer services

ARABIAN NIGHTS RESTAURANT & CAFÉ– Dubai, UAE

Baker MAY 2014 –APRIL 2015

May 2014 Designing and improving recipes measuring and combining ingredients and using mixers, blenders, heat sources, and other equipments to make baked goods, such as cookies, bread, cakes, etc.

Testing ingredients and finished goods to ensure that each item meets food safety and quality controls
Greeting customers, answering questions, making recommendations, taking clients information and ensuring deliveries are fulfilled accurately and on time

Cleaning and restocking workstations and ensuring that all equipments are sanitized and prepared for the next shift

KEY ACCOMPLISHMENTS

- Won, on two occasions "Best Employee of the Month Award" – 2014
- Delivered efficient and quality customer service consistently
- Consistently commended for great interpersonal skill and coming up with solutions to problems
- Secured a zero fatality and incident safety record

CITY GLOBAL HOTEL– Port Harcourt, Rivers State, Nigeria

Concierge

Jul 2010 – Apr 2014

- Greeted guests upon arrival in a professional and friendly manner
- Made recommendations and provided information regarding events, trips, excursions etc
- Responded and dealt with any customer complaints in an extremely efficient manner, liaising with key departments in order to give customer satisfaction
- Coordinated with security/housekeeping ensuring high standards were maintained

KEY ACCOMPLISHMENTS

- Increased customers' interest in hotel services by suggesting introduction of hotel tours
- Implemented a novel reservations system which decreased reservation problems by 80%
- Efficiently handled any special requests in association with support department and division employees delivering exceptional customer satisfaction

PREVIOUS EXPERIENCE

<u>Company</u>	<u>Job Designation</u>	<u>Duration</u>
• Lagos Hotel(Lagos, Nigeria)	Housekeeping Room Attendant	Apr 2005 – Feb 2010
• Golden Destiny(Lagos, Nigeria)	Steward	Jun 2000 – Mar 2005

EDUCATION

GOVERNMENT TECHNICAL COLLEGE– UmuokaUdi, Enugu, Nigeria 2011
Senior Secondary Certificate Examination (SSCE)

TRAINING&CERTIFICATION

- Food Safety Course, Dubai, UAE
- Food Safety Trainer & Consultant, Dubai, UAE

REFEREES

Mr MohannadJaafar

Former manager

Arabian Nights Restaurant and Cafe

Al Garhoud, Dubai, UAE

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