

PHILIP AGBEMENYAH OCANSEY

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ACCRA – GHANA

SUMMARY

Experienced server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with knowledge acquired. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service and cash handling expert.

EXPERINCE

RAMADA RESORT, ACCRA COCOA BEACH HOTEL

From June 2014 to August 2015

SERVER

1. Delivered exceptional, friendly and fast service.
2. Skillfully anticipated and address guest's service needs.
3. Answered questions about menu selection and make recommendations when requested.
4. Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guest expectations.
5. Manage closing duties, including restocking items and reconciliation of the cash drawer.
6. Communicate resident's likes and dislikes to director of culinary service or restaurant manager for menu planning purposes and resident satisfaction.

CROWN LIBERTY HOTEL

From August 2015 to July 2017

SERVER

1. Appropriately suggested additional items to customers to increase sales.
2. Assisted guests with making menu choices in an informative and helpful way.
3. Regular check on guests to ensure satisfaction with each food course and beverages.
4. Consistently adhere to quality expectation and standards.
5. Continually visited guest's tables to promote inviting and attentive services.

QUALIFICATION

1. Highly skilled leader with skills in delegating tasks, team building and creating positive customer experiences.
2. Strong verbal and written communication skills.
3. Highly responsible and reliable.
4. Ability to work well under pressure in a fast paced environment.
5. Acquired knowledge of menu offerings, including food, spirits and wine pairings.
6. Physically fit enough to move, lift, carry, push and pull stocks and furniture around.
7. Able to resolve problems of dissatisfied customers or employees.