

Mariam Said

Waitress

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Languages

English

About

Target-driven student with a record of academic success, eager to add value to quality-focused team while continuing studies in sixth form and soon university . Passionate about community service highlighted by volunteer experience in charity shops and community work . Looking for a role that provides opportunity for high levels of responsibility. Customer-focused , successfully and contributes to company profits by improving team efficiency and productivity. Skilled at effective negotiations and upselling techniques. Utilises excellent organisational skill to enhance efficiency and lead teams to achieve outstanding sales and outstanding work environments.

BRANDS WORKED WITH

Oxfam

Taste of Lahore

Experience



● Waitress

Taste of Lahore | Aug 2021 - Now

- Served each guest with sincere, positive, pleasant and enthusiastic attitude.
- Delivered quality food and beverage service to guests quickly.
- Completed opening and closing checklists according to set standards.
- Oversaw bar inventory, restocked supplies and placed orders.
- Maximised table turns and rotated seating for optimal guest satisfaction.
- Transported all dirty tableware from dining room to dishwashing area for proper cleaning.
- Stocked and maintained silverware, linens and condiments.
- Suggested additional items to customers to increase restaurant sales.
- Reset tables with spotless service ware routinely.
- Inquired about guest satisfaction, anticipated additional needs and happily fulfilled requests.
- Promoted and endorsed company to bring in new business.
- Resolved problems promptly and escalated larger concerns to management.
- Managed customer service by training staff, overseeing operations and resolve issues quickly.
- Maintained neat personal appearance.
- Answered phones politely and promptly while accurately recording and confirming reservations.
- Maintained full knowledge of all menu items, contents and preparation methods.
- Maintained facility compliance with health codes, sanitation requirements and licence regulations.
- Discussed alternative selections with chef for guests with food allergies or gluten-free requests.
- Cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas and service refrigerators.
- Upheld high standard of cleanliness in all work areas.
- Prepared buffet and salad bar for dinner service.
- Educated guests on daily specials and menu offerings, enabling decisions on starters, entrees and desserts.
- Hand-washed dishes and glassware thoroughly.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Maintained safe food handling standards at all times.
- Added special garnishes and other finishing touches to dishes prior to serving.
- Delivered exceptional, friendly and fast service.
- Performed additional tasks to keep dining room running smoothly.
- Recorded orders and partnered with team members to serve food and beverages.



- **Retail**

Oxfam | Jan 2019 - Feb 2021

- assisted with pricing and sorting out donated clothes , books, toys and more. I also helped customers with their shopping and also brought more customers to the stores . I helped with money , under supervision , and cleaning up.