



Neha Bolla

Volunteer Member

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Languages

English

About

With a proven track record in creating positive customer experiences in bustling dining settings, I excel in personalised service and efficient operations. My ability to quickly adapt and effectively communicate, coupled with experience across various retail environments, makes me an ideal candidate for dynamic retail roles.

BRANDS WORKED WITH

- The First Restaurant Group (The Waterway)
- Aviary Rooftop Restaurant and bar
- McDonalds
- GO MAKE A DIFFERENCE (NGO)

Experience

● Commis Waiter

The First Restaurant Group (The Waterway) | May 2023 - Feb 2024

- Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport. Regularly communicated with kitchen and bar staff to maintain smooth front of house operations, minimising potential service delays.
- Clearly communicated menu alterations in customer orders to kitchen staff to maximise order accuracy.
- Shadowed lead waiters to understand and practice cash handling processes. Skilfully established positive rapport with restaurant guests to deliver personalised customer service.
- Set tables with cutlery, napkins, glasses and centrepieces in line with restaurant standards.
- Assisted lead waiter to take orders from guests after arrival.

● Waitress

Aviary Rooftop Restaurant and bar | Dec 2022 - Apr 2023

- Consistently managed tables in a busy 100-seat restaurant, achieving a 95% customer satisfaction rate.
- Developed a personal clientele through effective communication and personalized service, increasing repeat business.
- Delivered orders promptly and courteously, ensuring a positive and friendly dining experience for all patrons.

● Crew Member

McDonalds | Oct 2022 - Nov 2022

- Skillfully prepared a variety of food items, ensuring timely and accurate cooking to meet McDonald's quality standards.
- Expertly prepared drinks, including beverages and milkshakes, while adhering to precise recipes and presentation guidelines.
- Efficiently served orders to customers, providing exceptional customer service and maintaining a friendly demeanor throughout the process.

● Volunteer Head

GO MAKE A DIFFERENCE (NGO) | May 2014 - Feb 2016

- Raised funds for an orphanage by selling cookies, cupcakes, and pancakes at Lamakan, a local market.
- Hosted and volunteered as a waiter at homeless shelters, served food, handled inventory

Education & Training

2016 - 2021

● School of Planning and Architecture

Bachelor of Architecture,

