



Alexandra Franco

waitress

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Languages

Spanish (Basic)

Portuguese (Fluent)

English (Native)

About

With a knack for thriving in high-tempo retail settings, I specialise in delivering positive and professional service to a diverse clientele. My experience at Nandos honed my skills in customer complaint resolution and payment handling, complemented by basic proficiency in Spanish, Portuguese, and English. Eager to adapt and contribute in any retail environment.

BRANDS WORKED WITH

Nandos

Orion Primary School

Experience

● Waitress

Nandos | Oct 2022 - Mar 2024

. Resolved customer complaints promptly, escalating larger operational concerns to management. Greeted and seated guests to establish prompt, high quality service. Maintained brand image by keeping neat personal appearance. Optimised customer experience, serving each guest with sincere, positive and enthusiastic attitude.

● Teacher Assistant

Orion Primary School | Jul 2023 - Jul 2023

. Helped teachers monitor playtime activities during break times. Assisted teachers in managing class behaviour using positive reinforcement and rewards schemes. Maintained safe, clean and organised classroom environment. Complied with policies and procedures relating to child protection, safeguarding and security.

Education & Training

2018 - 2024

● St. James' Catholic High

A-Levels, business, media and healthcare,