

ALEX USORO

PERSONAL

Name

Alex Usoro

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SKILLS

Customer service



Attention to detail



Self control



Patience



POS software



Staff management



Billing and payments



INTERESTS

- Organic & sustainable cooking
- Wine tasting
- Cake decorating
- Baking

Head Waitress with over 15 years of experience in different sectors of the restaurant industry. Keen and enthusiastic with an eye for detail I am service orientated and friendly. An energetic team player and leader who stays motivated and proactive even in peak times, I intend to make a career for myself in hospitality, particularly food and beverage.

WORK EXPERIENCE

Head Waitress

Aug 2016 - Present

Five Rivers Restaurant, Birmingham

I was initially appointed as a Waitress in this busy Asian restaurant and promoted to Head Waitress in 2019 while furthering my studies. Currently, I am responsible for managing the food and beverage service in the dining area. A team of 12 waiting staff report to me, and I manage the customer experience for all patrons. My duties include:

Management:

- Verifying that all waiting staff are present for their shift before service begins
- Arranging backup staff immediately in the event of absenteeism
- Checking that all waiting staff have uniforms and are well presented for service
- Briefing waiting staff on what is expected during service and assigning tables
- Reconfirming off-menu items and specials with waiting staff as advised by the chef
- Coordinating all service processes in the dining area and ensuring that table service is well managed
- Checking that clean cutlery, crockery and glassware is available throughout service
- Assisting with queries, menu items and demanding patrons to get swift and satisfactory resolutions
- Making sure health, hygiene and safety standards are upheld at all times
- Attending weekly training with the chef, barista and sommelier and ensuring all waiting staff are present
- Compiling and distributing weekly shift roster for waiting staff
- Training new and existing waiting staff
- Advising restaurant management of bottlenecks in the service process and suggesting solutions
- Balancing bills and payments with the restaurant manager and cashier
- Helping the restaurant manager with administrative tasks as required

Customer Service:

- Continually monitoring seating availability to avoid unnecessary delays
- Organising seating, settings and staff on short notice for large table bookings
- Welcoming patrons on arrival and showing them to their table
- Providing menus and taking drinks orders
- Relaying drinks orders to waiting staff assigned to the table
- Answering questions about menu items and ingredients
- Advising on ingredient replacements after liaising with chefs
- Promoting and recommending off-menu daily dishes as advised by the chef
- Taking food orders accurately and relaying to kitchen staff when service is busy
- Advising assigned staff that food orders have been taken and are with the kitchen
- Checking to see that patrons were happy with their meals
- Referring complaints to the bar or kitchen for fast resolution
- Following through on complaints to ensure patrons are satisfied
- Checking bills that are queried together with the waiter assigned to the table
- Greeting patrons at the door as they leave
- Ensuring that tables have been cleared and cleaned before the next seating

Hostess

Jan 2012 - Jul 2016

Miller & Carter – The Mailbox, Birmingham

As part of the waiting team in a busy steakhouse, my duties included:

- Welcoming patrons on arrival and showing them to their table
- Providing menus and taking drinks orders
- Answering questions about menu items and ingredients
- Advising on ingredient replacements after liaising with chefs
- Promoting and recommending off-menu daily dishes as advised by the chef
- Sharing wine and meat-cut pairings as advised by the sommelier
- Taking food orders accurately and relaying to kitchen staff
- Serving drinks and food orders promptly
- Checking to see that patrons were happy with their meals
- Referring complaints to the bar or kitchen for fast resolution
- Following through on complaints to ensure patrons were satisfied
- Managing and being aware of progress at all assigned tables to avoid any service delays
- Checking bills before giving them to patrons
- Handling any queries and taking payments to the cashier
- Greeting patrons at the door as they leave
- Ensuring that tables had been cleared and cleaned before the next seating
- Upholding health, hygiene and safety standards
- Attending weekly training with the chef on menu updates
- Attending training with the barista and sommelier on types of coffee and hot beverages, and updates to the wine list as required

Waitress

Mar 2007 - Dec 2011

The Pilchard Inn, Devon

As part of the waiting team in a busy seafront restaurant serving pub food.

Waiter's Assistant

Sep 2006 - Feb 2007

Lynbay Fish & Chips, Devon

I supported the waiting staff in a busy fast food restaurant with a high table turnover.

EDUCATION AND QUALIFICATIONS**Level 3 Food and Hygiene**

Oct 2020 - Nov 2020

Virtual College, Birmingham

Diploma Food and Beverage Service Supervision

Sep 2018 - Aug 2019

University College Birmingham, Birmingham

GCSEs - including English, Mathematics and Biology

Sep 2021 - Jul 2021

Kingsbridge Academy, Devon

REFERENCES

References available on request.