

Natasha

COUNTRY Zambia

Professional Statement

As a hospitality professional, I possess a strong foundation in culinary arts and hospitality management. Coupled with a drive to provide exceptional service, I will leverage the unique blend of skills and knowledge gained from my Diploma in Food Production with Management to excel in achieving customer satisfaction. I aim to continue developing my skills and knowledge in culinary arts, hospitality management and staying up to date with industry trends.

Experience

INTERN (WAITRESS) | NATIONAL ASSEMBLY MOTEL | LOCATION - LUSAKA, ZAMBIA DATES FROM 2021 - TO 2022

My key responsibilities at this organization involved welcoming guests, setting the tone for positive dining experience, presenting menus to clients, processing bills, setting up tables according to company standards, taking clients orders, serving customers and ensuring their needs were met. I maintained a high level of cleanliness and organization in the dining area, ensuring a positive and safe environment for clients.

INTERN (LINE COOK)| NATIONAL ASSEMBLY MOTEL | LOCATION - LUSAKA, ZAMBIA DATES FROM AUGUST 2019 - TO DECEMBER 2019

The key responsibilities I undertook for this role were; creating menus, preparing pastries and baking, preparation of meals according to menu, serving food and beverages to clients, ensuring consistency and quality. Developed and facilitated the preparation of a client centered menu that helped improve client flow.

BAKERY COUNTER HAND| PICK 'N' PAY ZAMBIA | LOCATION - LUSAKA, ZAMBIA DATES FROM AUGUST, 2016 - TO SEPTEMBER, 2017

Provided exceptional customer service, responding to customer inquiries and resolving issues in a timely and professional manner, replenished stock levels and reported wastage to management, maintained optimal inventory levels and minimized losses. Consistently received positive customer feedback for excellent service and attention to detail.

SALES |HEALTH CONCEPTS | LOCATION- LUSAKA, ZAMBIA - DATES FROM - 2015 TO 2016

My responsibilities included recording stock levels, packaging products, conducting demonstrations, selling to clients and recording sales. Achieved 95% accuracy rate in recording sales transactions, ensuring timely and efficient processing of customer orders.

Education

ZAMBIA INSTITUTE OF TOURISM AND HOSPITALITY STUDIES (ZITHS) | LOCATION- LUSAKA, ZAMBIA - DATES FROM 2017_ TO 2019

- Qualification- Diploma in Food Production with Management
- Major/minor

KABULONGA GIRLS SECONDARY SCHOOL | LOCATION-LUSAKA, ZAMBIA DATES FROM 2013 _ TO 2015

- Qualification- Grade 12 Certificate
- Major/minor

Key Skills & Abilities

LANGUAGES SPOKEN

- English
- Bemba
- Nyanja

LEADERSHIP

- Served as a High School Prefect and helped maintain orderliness in the school.

HOBBIES/INTERESTS

- Include hobbies/interests that are relevant to job.
- Cooking
- Baking
- Reading and listening to music