

FELINA

ZAMBIA

Professional Statement

I am a highly organised and detailed oriented professional eager to contribute my expertise and enthusiasm to a dynamic team dedicated to creating memorable guest experiences.

Experience

WAITRESS | TAJ PAMODZI HOTEL ZAMBIA | FROM 2021 TO 2023

- Delivering meals, snacks, and drinks to guests efficiently and courteously.
- Ensuring trays, carts, and service stations are clean, organised, and stocked with necessary items.
- Assisting guests with their menu choices, dietary restrictions, and special requests.
- Adhering to health and safety regulations.
- Coordinating with the F&B & Culinary team to ensure smooth service operations.

RECEPTIONIST| SMILE DENTAL CLINIC| FROM 2017 TO 2020

- Greeting patients and visitors warmly upon arrival.
- Scheduling and confirming dental appointments.
- Answering phone calls and responding to patient inquiries.
- Handling patient check-in and check-out procedures.
- Maintaining a clean and organized reception area.

Education

LUSAKA GIRLS SECONDARY SCHOOL| FROM 2012 TO 2014

Key Skills & Abilities

LANGUAGES SPOKEN

- English

HOBBIES/INTERESTS

Music & Drama

