

Alex Usoro

Enthusiastic and detail-orientated hospitality professional with 10+ years of proven success in fast-paced environments. Influential team leader, adept at supervising waiters to ensure high-quality customer service. Exhibit thorough service delivery techniques, and knowledge of foods, and beverages while proactively delegating tasks to safeguard smooth operation.

Work Experience

Head Waitress

2016 - Present

Present Five Rivers Restaurant, Birmingham, UK

Oversee a team of 12 waiting staff for all food and beverage-related services, including shift management, stock control, and training. Drive continuous process improvement and carry out routine inspections to safeguard adherence to health and safety standards. Promote high levels of customer service by proactively monitoring seating availability, time to delivery, quality of service, and problem resolution.

- Promoted to Head Waitress in 2019 due to consistently achieving zero error rate and high levels of customer satisfaction.
- Planned large-scale catering for events and assisted with the development of customer retention strategies.
- Trained all new staff members on service expectations, health/safety procedures, and restaurant protocols.

Hostess

2012 - 2016

Miller & Carter Mailbox, Birmingham, UK

Provided top-notch customer service by greeting guests, assigning tables, and managing reservations. Answered phone calls and proactively resolved complaints to maintain high levels of satisfaction. Demonstrated positive attitude and ability to work well under pressure by collaborating with all restaurant staff.

- Instrumental in aiding menu improvements by providing customer insight into the best and worst dishes.
- Trained new staff in restaurant processes, enabling smooth onboarding of employees.

Additional Experience

Waitress

2010 - 2012

Lynbay Fish & Chips, Devon

Education

Food and Hygiene (Level 3)

Virtual College, Birmingham, 2021

Food and Beverage Service Supervision Diploma

University College Birmingham

Personal details

Name

Alex Usoro

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Phone number

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Email

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Skills

Health and safety standards

Event management

Customer retention

Process improvement

Quality control

Vendor relations

Service delivery

Stock control

Staff training