Tiffany Jenkins

Waitress with experience delivering high-quality customer service

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👤 EXECUTIVE SUMMARY

Passionate foodie and dedicated professional with 8+ years of experience in customer-service roles. With a proven record of excellent listening and communication skills, both as a Tour guide and shop assistant, I have always been committed to delivering seamless experiences that make customers feel at home while identifying opportunities for cross-selling and up-selling through providing catered recommendations.

I am currently looking for a full-time position as a waitress in a café or restaurant in order to bring together my customer service experience and my love for food and fine cooking.

💼 WORK EXPERIENCE

TOUR GUIDE
Afrikaan Experiences & Tours, Johannesburg, Cape Town & Natural reserves
01/2016- 05/2022

Afrikaan Experiences & Tours is one of the top5 Tour operators in the country. As a tour guide I leaded more than 150 tours including 4 hour walking tours in Cape Town and Johannesburg, as well day tours and overnight excursions to the wildlife reserves of Kgalagadi Transfrontier Park, Kruger National Park and Mapungubwe National Park. In charge of groups from 10 to 20 tourists, my duties while on the tour included:
- Planning tours including in-depth research and memorizing key points
- Lead the group through landmarks, providing extensive historical context
- Organizing all the tour logistics: pick up/drop off, transfers, hotel stays, safaris...
- Interpreting interactions between locals and English & French speaking tourists

SHOP ASSISTANT
Zara Retail Store, Cape Town
11/2014 - 12/2015

Alongside a team of 20 assistants per shift and reporting to directly to the store manager, I provided assistance to shoppers in the floor, dressing rooms and checkout:
- Greeting walk-in customers upon arrival, offering my advice and assistance
- Providing fashion advice to customers and brought sizes from the warehouse
- Managing and assisted clients in the dressing rooms
- Checking out clients in multiple Points of Sale and handled payments in cash, cards gift-cards and coupons, always offering them to join Zara's loyalty program
- Handling returns and complaints, offering store credit before a complete refund.

Always exceeded my quarterly sales goals and achieved recognition from the country manager.

🎓 ACADEMIC BACKGROUND

GUIDING TRAINING COURSE **- Tourist guide institute, Cape Town** - 03/2017 - 09/2018
BACHELOR OF SOCIAL SCIENCE IN PHILOSOPHY, POLITICS AND ECONOMICS **- University of Cape Town** - 03/2015 - 09/2019

🔗 MORE ABOUT ME

Visit the following QR code to find out more about me
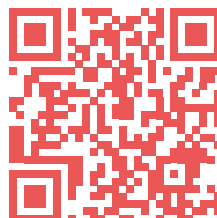
♡ PASSIONATE ABOUT ...

Food is an essential part of our culture, I grew up cooking by my gogo. I started an Instagram account where I share recipes and travel experiences, reaching 30K+ followers.

💎 WAITING SOFT SKILLS

Communication skills
Briefly communicating complicated messages and stories is natural to me, this is probably why I studied a triple major in Philosophy, politics and economics, or I have been a tour guide

Teamplayer
I grew up playing football at Hoërskool President High School team, and I continued playing in amateur university categories. This along with my family's example has shaped my team-playing skills. Every business works like a machine, if it isn't synchronized, the machine isn't efficient and is at risk to broke down at any time.

Working under preassure
Studying while working weekly 30h shifts has taught me to balance and optimize resources, making me comfortable with deadlines and periods of intensive work loads.

Complaint de-escalation
Handling customer complaints is not one's cup of tea, however overtime I have developed active listening skills and de-escalation techniques to keep calm, apologize if necessary and address issues with a professional voice.

⚡ HARD SKILLS

Memorization and retention techniques

Payment processing and POS systems

Coffee-making process

Notions of nutrition and dietary restrictions

First aid assitence