



ABIGAIL VALARY AMOFA

Doha, Qatar

Skype ID: Abigail Amofa

Whatsapp/Viber Number: +233-5517-45233

Email: abigailvalaryamofa73@gmail.com

=====

CAREER OBJECTIVE

To seek a challenging and responsible working experience in an internationally renowned organization that offers an opportunity for development and to be able to invest all my professional skills, and valuable experience to the optimum level to facilitate continued career growth and to produce the best results which help in improving the safety aspect for the organization.

=====

WORK EXPERIENCE

QATAR AIRWAYS GROUP

Doha

Lounge Supervisor

March 2020 – Present

- Execute outlet operations including food and beverage promotions, customer service, and inventories.
- Ensure passengers have excellent service during their stay at the airport. • Analyze outlet sales items on a monthly and quarterly basis.
- Review monthly financial performance updates i.e., sales against budget and item category breakdown.
- Monitor the performance of outlet service, supervision duties include delegating responsibilities, scheduling, coaching, correcting, evaluating, PDR, training, and mentoring employees.
- Maintain outlet inventory, cleanliness, food rotation, and menu service consistency.
- Maintain policies and procedures, Adhere to HACCP and alcoholic beverages guidelines.
- Aid the F&B Management in all service preparations, kitchen rules, service standards, cleanliness, and inventory controls for F&B.
- Update the employees with daily specials, promotional items, and plans.
- Responsible for training team leaders for specific duties and responsibilities.

JW MARRIOT MARQUIS HOTEL

Doha

Restaurant Supervisor

November 2017– January 2020

- Performs a wide variety of restaurant duties including all types of food prep work, cooking, serving, cleanup, cashiering, and dishwashing.
- Ensure POS and cash handling procedures are followed as per company policy.
- Continuously improves the quality of provided services.
- Assists in directing a high-quality, cost-effective kitchen and food preparation operation.
- Performs various inventory control duties.
- Directly supervises assigned food production employees.

- Maintains or approves various administrative materials such as time sheets, payroll matters, personnel, or accounting materials.

KEMPINSKI GOLD COAST
Hygiene Supervisor

Accra
 2016 – 2017

- New staff orientation and onboarding program tracking system
- Conduct daily and team inspections and report to concerned
- Whole chain verification of high-risk food
- Collect and make a summary of guest complaints on food quality and hygiene
- Food safety assuring program for big events.
- Establish a training system tailored to different levels and job types
- Conduct hazard analysis of newly developed cuisine
- Host regular food safety team meeting
- Submit monthly hygiene report
- Coordinate and communicate with hygiene authority

=====

SKILLS

- Ability to assess food quality and presentation
- Microsoft office proficiency
- Basic computer and POS system function
- Strong communication skills
- Interpersonal skills
- Ability to take initiatives
- Basic accounting and inventory analysis
- Leadership skills
- Strong time management and organizational skills
- Customer relations

=====

EDUCATION

INTERNATIONAL TRAVEL AND TOURISM INSTITUTE - GHANA

Accra
 Diploma In International Travel and Tourism with Amadeus (IATA)

UNIVERSITY OF CAPE COAST

Cape

Coast
 Bachelor of Science in Hospitality Management (May 2017)

HARVARD COLLEGE

Accra

West Africa Senior High School Certificate – (2014)

=====

CERTIFICATES

Qatar Airways Group

- General Security Awareness training – (2021)

- Airside Safety Awareness training - (2021)
- High-field Level 2 International Award in HACCP for Catering - (2021)

Lanco Training Center

- Food Handler - (2021)
- HACCP Awareness - (2021)
- Institute of Occupational Safety and Health (IOSH) - (2021)
- High-Field Level 3 International Award in HACCP for Catering - (2021)

Icon Training Centre

- Certification in Accounting

Qatar Airways Group

- General Security Awareness training - (2021)
- Airside Safety Awareness training - (2021)
- High-field Level 2 International Award in HACCP for Catering - (2021)

Alison

- Hospitality Management, Health, and Safety in Food Service - (2020)
- Food Safety and Hygiene In the catering Industry - (2020)

New Skills Academy

- Diploma in Nursing Assistant - (2019)
- Certificate in Customer Relationship Management UK - (2019)
- Public Speaking

References Available Upon Request