

# Ellaine Nuguid

Doha

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(974)50593993

Date of Birth: November 6, 1982

Place of Birth: Manila

Civil Status: Single

Nationality: Filipino

Religion: Catholic

## Work Experience

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### **Barista**

Oval Cafe - Rabban Suites hotel west bay

September 2018 to Present

#### Job Description

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas.
- Clean or sanitize work areas, utensils, or equipment.
- Provide customers with product details, such as coffee blend or preparation descriptions and some pastry products.
- Receive and process customer payments.
- Ensure to provide good customer service on a daily basis
- Doing Art latte if needed.

### **Senior Barista**

M.H. Al Mana Group of Companies - Doha

March 2013 to August 2018

#### Job Description

- Preparation of hot and cold drinks
- In charge of taking inventory of supplies
- Assist in purchasing and ordering of materials and supplies
- Assist cash counters, received customer payments and ensure that customer received their correct order and it is served in a timely manner
- Provide exceptional customer service on a daily basis
- Other job assigned and designated to ensure smooth operation procedures

### **Sales Associates**

Bench Philippines Sm Manila

September 2010-February 2012

#### Job Description

- Greet customers at the store and provide them with information on their required products
- Assist customer in locating their desired product, explain product features and answer any product related inquiry

- Suggest additional products in a bid to meet the company's and self-sales targets
- Usher customers through the payment process by assisting cashiers with discount information and markdowns
- Oversee wrapping or bagging of purchased items to ensure that they meet the store's standards and the specific instructions of customers
- Create sales reports, detailing all transactions made in a day for the purpose of informing the management of individual sales progress
- Oversee the cleanliness and replenishment of shelves according to marketing and sales directives

### **Waitress and Cashier**

Chopstick Restaurant - Doha

February 2009 to May 2010

#### Job Description

- Greet customers and usher them to their seat
- Assist customer with product related inquiry
- Taking and serving customer orders.
- Cash handling
- Daily monitoring of stocks inventory and sale.
- Prepares sales invoice and check the official receipt for the release of the item.
- Ensure items are well displayed and merchandised.
- Prepares daily stocks inventory and monthly inventory.

Cosmetics Dealer

### **Sales Associate**

Tribal Philippines

February 2007 to July 2008

#### Job Description

- Greet customers at the store and provide them with information on their required products
- Assist customer in locating their desired product, explain product features and answer any product related inquiry
- Suggest additional products in a bid to meet the company's and self-sales targets
- Assists customers on product related inquiries
- Demonstrate and explain product information to clients
- Ensure that correct orders are deliver and customer is satisfied with the products

### **Sales Clerk**

SM San Lazaro - Manila

March 2006 to December 2006

#### Job Description

- Greet customers at the store and provide them with information on their required products
- Assist customer in locating their desired product, explain product features and answer any product related inquiry
- Suggest additional products in a bid to meet the company's and self-sales targets
- Usher customers through the payment process by assisting cashiers with discount information and markdowns
- Oversee wrapping or bagging of purchased items to ensure that they meet the store's standards and the specific instructions of customers

- Create sales reports, detailing all transactions made in a day for the purpose of informing the management of individual sales progress
- Oversee the cleanliness and replenishment of shelves according to marketing and sales directives

Avon Cosmetics Inc - Manila  
December 2005 to July 2006

#### Job Description

- Assists customers on product related inquiries
- Demonstrate and explain product information to clients
- Ensure that correct orders are delivered and customer is satisfied with the products

#### **Trainee (On the job training)**

Rex Bookstore Inc  
July 2005 to December 2005

#### Job Description

- Clerical work.
- Assigned in warehouse Department.
- Coordinate with the warehouse supervisor.

#### **Service Crew**

Jollibee Foods Corporation - Manila  
January 2003 to July 2004

#### Job Description

- Taking and serving customers order
- Ensure that correct orders are served
- Prepares cash receipt
- Assist in supplies inventory and deliveries
- Provides customer service by assisting customers in their inquiries and request

### Education

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#### **Technology**

Don Bosco Training Center  
June 2004 to October 2005

### Skills

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- Computer literate (MS Word, Excel, Power Point & Access)

### Languages

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- English - Fluent

## Awards

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### **best attendance**

October 2005

I'm believing im finished my vocational study