

# Rosemarie A. Baniaga

WAITRESS



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## LANGUAGES

English

Tagalog

Arabic

## PERSONAL DETAILS

**Date of birth**

19/10/1984

**Nationality**

Filipino

**Marital status**

Married

## WORK EXPERIENCE

### Waitress

Palazzo De Laoag Hotel / Laoag / Jun 2006 - Dec 2007

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments

### Care taker and Personal assistant

Sheikha Dalal Jarrah Al Sabah, Kuwait / Kuwait , Morocco  
/ May 2008 - Nov 2022

- Assists residents with activities of daily living, including bathing, dressing, grooming, toileting, transferring and getting to and from activities and meals according to the individual service plan.
- Allows and encourages residents to do as much of their own care as possible.
- Serves meals to residents in the dining room or apartments and may assist in preparing meals following preplanned menus.
- Encourages residents to eat a proper diet and take adequate fluids while respecting the resident's right to free choice and records and reports changes in resident's eating habits to the supervisor.
- Initiates and participates in leisure activities provided for residents as described in the activity calendar and encourages residents to socialize and participate in planned activities or programs to develop friendships with other residents.
- Maintains residents' records daily in a timely manner and in accordance with company policy and procedures; documents medication distribution as applicable, leisure activities, incidents, and observations; reports any changes in resident's physical

condition and/or behavior, and visitors; observes and reports the health and emotional condition of each resident; and promptly reports all changes to the supervisor.

- Assists residents with medication as defined in medication procedure; assists or supervises residents who self-administer medication; follows physician orders and state laws to administer medications to residents who cannot self-administer their medications; and exhibits understanding of and follows medication policies and procedures.
- Maintains a clean, safe, and orderly environment for the residents; performs general housekeeping; and follows cleaning schedules for resident laundry, bedrooms, dining area, living space, bathrooms, kitchen, and other areas.
- Follows proper procedures in emergency situations and responds promptly and positively to resident requests for assistance.
- Knows location of each resident, reminds them to sign out when they leave the building, and notifies the supervisor immediately if unable to locate a resident.
- Encourages teamwork through cooperative interactions with co-workers.

## EDUCATION

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### **High school diploma**

Tesda , Marcos Agro Industrial School / Ilocos Norte / 2005

Hotel and Restaurant Management