



Contact

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Address
Dubai , UAE

Education

2017-2019
**Hotel management
certificate**

OIC Cameroon

2015-2017
Highschool Diploma
GHS Bowaongo Buea Cameroon

Expertise

- Guest reception and seating
- Fine dining service standards
- Reservation and waitlist management
- Front desk and host stand operations
- POS systems and billing support
- Team collaboration and professionalism

Language

English
French - A1

FRANKA FALE AGWA

Hostess | Guest Relations | Front Desk

Polished hostess and reservation specialist with experience in fine dining and hospitality. Skilled in guest reception, reservation coordination, and front desk support, delivering seamless service and exceptional guest experiences with a focus on communication and attention to detail.

Experience

○ **Nov, 2025- Mar 2026**
VIBZ Club, Dubai

Reservation Agent

- Managed reservations and VIP table bookings for club events.
- Promoted club events and maintained communication with guests.
- Followed up with customers to confirm bookings and manage guest lists
- Built and maintained relationships with clients to increase attendance
- Supported event coordination and guest management during busy nights

○ **2023-2025**
Tikka & Reyash, Dubai

Customer Service Agent

- Manage reservations, walk-ins, and seating arrangements efficiently
- Coordinate with servers and management to ensure smooth service flow
- Handle guest inquiries and resolve concerns professionally
- Maintain accurate daily records and support front desk operations
- Ensure the host stand and reception area meet fine-dining standards

○ **2021-2023**
Golden Tasty Restaurant, Dubai

Cashier/ Waitress

- Processed cash and card transactions accurately
- Maintained opening and closing cash balances
- Assisted customers and handled inquiries professionally
- Promoted products and supported daily operations
- Handle complaints or requests
- Assisted guests with menu selections and special requests

Reference

Available upon request