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| NAKITENDE CATHERINE Nakitedecatherine07@gmail.comSharjah alnadha reef tower 0561509074 |

PROFESSIONAL SUMMARY BACKGROUND

Skilled waitress with diverse F&B experience and a passion for the server profession. Proficient in sequence-of-service best practices; quickly memorize menus, daily specials and restaurant schematics; and efficiently manage assigned tables within busy settings.

CARRIER OBJECTIVES

 A calm and dedicated individual looking to gain employment as a waitress in company. Bringing 4 years of experience as a waitress and good knowledge of customer service

PERSONAL PROFESSIONAL QUALIFICATIONS

Highly experienced in providing customer service and staff support services

Sound knowledge of company policies, SOPs, occupational safety standards, and dress code

Immense knowledge of time clock system and timekeeping procedures

Familiarity with maintaining confidentiality of all agency information

Ability to perform strenuous tasks such as frequent walking and carrying heavy objects

Ability to manage and execute assigned tasks in normal and adverse work environment

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| SKILLS | Customer serviceExcellent verbal communicationGood memory | Food safetyStress TorrancePositive attitude |

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| **Emirates fast food [Jan 2020 to present]****Crew/waitress** | Responsible to greet customers, record orders, and serve food and beverages with a consistently positive and helpful attitude, including answering questions about the menu.Responsible to Input orders into a point-of-sale system and accept payment using a credit card reader or cash register, calculating change accurately and quickly as required.Worked together with the kitchen team to prepare foods such as bangers, flies & chicken wings etic while following cooking instructions, safety procedures, and sanitary requirements.Used specific kitchen machinery such as ice cream dispensers, blenders, and espresso machines to create customized hot and cold beverages to customers’ preferences.Ensured the store cleanliness daily by clearing tables, returning trays to the kitchen, sweeping and mopping floors, washing and sanitizing kitchen utensils, and servicing restrooms.Communicated effectively with team members and management to create work schedules, train new employees, and resolve any interpersonal issues as needed.Handled guests’ concerns and complaints professionally and calmly to resolve problems according to restaurant policy.Maintained a neat and tidy appearance by wearing a uniform and adhering to a corporate dress code.Greeted guests, took orders and Responsible delivery and mobile orders and assembling orders and packaging take-out and delivery |

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| **Hotel African | Waitress | 2017-05-6-2019-03-7** | Responsible to prepare all Food and beverage miser-en-place duties prior to service.In charge to provide a warm welcome and fond farewell to the guests.Greeted guests according to the e standards to ensure superior service.Anticipated guest needs, ascertain satisfaction, and respond urgently and appropriately to guest concerns and requests.Responsible to set up the restaurant according to the table plan, cover layout and standards defined by the hotel's management.Made sure all assigned duties prior to service are completed.Attended service briefings prior to each meal period.Responsible to know the restaurant menu and Specials of the day.Greeted and seat guests.Offered Menu and Wine List and attend to napkinsResponsible to take Food and Beverage orders. |
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| **ACCOMPLISHMENT** | Displayed advanced customer service competencies in every position held¾ensured all guests received prompt and attentive service.Earned a reputation as an expert in handling difficult and hard-to-please guests. On numerous occasions, turned unhappy guests into raving fans.Repeatedly praised by kitchen and bar staff for clearly communicating guest orders, preferences and special requests to minimize confusion, send-backs and delays.Routinely ranked in the top 3 amongst all wait staff at multiple venues for the highest ticket averages.Academic Background *Attended KYAMBOGO UNIVERSITY graduated in business administration from 2015-2018**Attended kololo high school where I finished my high school with Uganda advanced certificate of education* |
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