

## **PERSONAL PROFILE**

Full Name: NABUNYA SARAH

Nationality: Ugandan

Gender: Female

Visa Status: Visit Visa

Mobile: +971558305546

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**WAITRESS**

## **OBJECTIVE**

Seeking for a company where I can use my expertise, knowledge and skills to help the Company to meet and surpass its goals.

## **WORK EXPERIENCE**

Café Javas Uganda

Waitress Year: 2020-2021

## **RESPONSIBILITY**

- Welcome and acknowledge all guest as the walk into the work place.
- Greets and seats guests, presents menus to guests, informs them of specials of the day.
- Treats all guests in a manner to ensure their complete satisfaction.
- Observes tables and keeps track of clean, dirty and occupied tables.
- Clean silverware, and any other item that is part of the standard place setting.
- Set tables according to type of event and service standards.
- Answer questions on menu selections.
- Ensure satisfaction with each course of food and/or beverages.
- Responsible for keeping the bar clean and tidy, collecting empty plates & glasses.
- Taking food orders from customers in the seated restaurant area.
- Delivering food and also drinks to customers at tables.
- Dealing with guest complaints in a friendly and efficient manner.
- Clean or sanitize work areas, utensils, or equipment.
- Check temperatures of freezers, refrigerators, to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them.
- Provide customers with product details, such as coffee blend or preparation descriptions.
- Receive and process customer payments.
- Wrap, label, or date food items for sale.

## **EDUCATIONAL BACKGROUND**

*Ordinary certificate of education (Ordinary Level)*

## **LANGUAGE**

Fluent in English & Basic Arabic

## **KEY STRENGTHS AND SKILLS**

- Effective communicator
- Good Handwriting
- I Have experience in hospitality and customer services.
- Highly skilled in delivering outstanding service by greeting and serving customers.
- Ability to learn the menu to answer questions and remember details regarding order.
- Knowledgeable about the restaurants' menus, food and beverage items and other
- Products
- Passion for exceptional customer service
- Well-versed in suggesting additional items to customers
- Delivering outstanding food and beverage service to customers.