

CURRICULUM VITAE

Personal details

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Nationality: Ugandan
Marital Status: single
Gender: Female
Language: English & Arabic
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Visa Status: Residence
Location: Dubai



POSITION: WAITRESS / HOSTESS

I am a very hardworking, self-motivated and very flexible individual who enjoys working as a team and handling challenging tasks because they present me with the ability to learn more hence adding to my knowledge and skills. I am results-oriented and I love getting to learn new experiences, meeting new people and sharing ideas.

PERFORMANCE PROFILE

- 5 years' progressive experience as a waitress and server at renowned restaurants
- Competent at servicing banquets and managing special events at a restaurant
- effectively set up tables, and prepare and serve food and beverages according to set instructions
- Track record of up selling through suggestive selling techniques
- Exceptional sales and customer service acumen

CORE COMPETENCIES AND SKILLS

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|---------------------|---------------------------|------------------------------|
| – Need Anticipation | – Writing/Taking Orders | – F&B Service |
| – Menu Presentation | – Identification Checking | – Table Preparation/Cleaning |
| – Answering Phone | – Menu Recommendation | – Sanitation |
| – Bill Generation | – Payment Collection | |

HOSPITALITY EXPERIENCE

COMPANY: MACDONALDS, UAE

POSITION: WAITRESS / CASHIER

DURATION: 1 YEAR

COMPANY: CHEZ MICHEL BAR AND RESTAURANT –Dubai

POSITION: WAITRESS

DURATION: 1 YEARS

DUTIES AND RESPONSIBILITIES

- Welcome customers as they arrive and ask for seating preferences
- Seat customers and offer welcome drinks and menu
- Take food and beverage orders and communicate to the kitchen through POS system
- Deliver orders to the table in a timely manner
- Ensure quantity, quality and accuracy of order
- Set up food stations and tables as directed
- Clean tables and ensure that they are bussed appropriately
- Mix and serve drinks as directed
- Picked orders from the kitchen and delivered to the customers

COMPANY: HOTEL AFRICAN –Uganda

POSITION: HOSTESS

DURATION: 2 YEARS

DUTIES AND RESPONSIBILITIES

- Greeting guests as they enter, and putting them on a waiting list as necessary.
- Providing guests with menus and answering any initial questions.
- Seating guests at tables or in waiting areas.
- Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
- Engaging with guests to ensure they're happy with food and service.
- Responding to complaints and helping to resolve them.
- Answering phone calls, taking reservations and answering questions.
- A knowledge of the menu.
- Helping out with other positions in the restaurant as needed.

KEY ACHIEVEMENTS

- Suggested a program of free gift cards with lunch meals which led to a high volume of clientele at a time of low customer traffic
- Developed an excellent team of servers through effective training and leadership
- Increased employee's morale by suggesting Employee of the Month contest, now a regular feature of the restaurant

EDUCATION

- High School certificate of education

ADDITIONAL CAPABILITIES

- Excellent communication and interpersonal skills
- Ability to understand and follow food sanitation and safety protocols
- Deep understanding of food service equipment operations
- Working knowledge of housekeeping procedures
- High degree of personal cleanliness
- Willing to work flexible hours

REFERENCE:

Available on request

KATEBAKA SHAKIRAH