

# Curriculum vitae

## PERSONAL DETAILS

Name: **KAHUNDE MONICA PRISCILLA**  
Nationality: Ugandan  
Language: English / Arabic  
Mobile No: +971589497278  
Visa status: CANCELLED VISA  
Email: priscillalizzy331@gmail.com



## POSITION: WAITRESS

### SUMMARY

A polite, well-spoken and hard-working WAITRESS with experience of working in a busy restaurant and hotel environment looking after the needs of patrons. Attentively at all times with a willing and helpful manner that is required to answer phone calls, taking reservations and prepare bills. Always approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team. Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities.

### KEY SKILLS

- ✓ Food and hygiene training.
- ✓ Provide maximum comfort and assistance to all customers.
- ✓ Possess a genuine interest in people and enjoys serving others.
- ✓ Able to quickly learn and communicate regulatory guidelines.
- ✓ Demonstrated capacity to work effectively with difficult personality types.
- ✓ Natural leadership skills and strong team player.
- ✓ Reports staff issues promptly to the management.
- ✓ Good at problem-solving resolves customer complaints tactfully and well. ✓ Passion about hygiene, flexible, dependable and able to work at a fast pace.

### WORK EXPERIENCE

COMPANY: TRIANGLE HOTEL IN UGANDA

POSITION: WAITRESS

DURATION: 2 YEARS

COMPANY: SIR JOSE HOTEL IN UGANDA

POSITION: WAITRESS

DURATION: 2 YEARS

### DUTIES

- ✓ Receive food & drink orders & serve customer requests to the standards required.

- ✓ Providing a warm welcome for customers.
- ✓ Serving dishes to customers at tables.
- ✓ Learning the names of & building relationships with regular customers.
- ✓ Ensure timely delivery of all food & beverage items to customers.
- ✓ Understand menu content and keeping up to date with any menu changes.
- ✓ Making recommendations from the menu if requested.
- ✓ Answer guest queries politely and helpfully.
- ✓ Clearing cutlery and dishes away from tables.
- ✓ Passing food orders through to the kitchen staff promptly.
- ✓ Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.
- ✓ Full product knowledge of all menu items and hotel facilities and services.
- ✓ Check on customers asking if they are enjoying their meals and service.
- ✓ Ensuring the food service area is left clean and tidy once all the guests have left.
- ✓ Relaying, preparing and setting tables for the next guests.
- ✓ Looking after guests with special needs i.e. dietary requirements, allergies, Mobility etc.
- ✓ Dealing with and resolving customer complaints.
- ✓ Dealing with late arrivals and assisting with early checkouts.
- ✓ Follow up on guest inquiries
- ✓ Escort guests to their assigned rooms.
- ✓ Ensure rooms are serviced appropriately and meals served accurately and on time.
- ✓ Coordinate and manage special arrangements.
- ✓ Assist other departments to provide excellent customer service at all times.

### **EDUCATIONAL QUALIFICATION:**

- ✓ Advanced level certificate of education
- ✓ Ordinary level certificate of education

### **LANGUAGE**

- ✓ English

### **REFEREES:** Available upon request

### **DECLARATION:**

I hereby declare that the above information is correct up to my knowledge and I bear the responsibilities for the authority of the same.

*KAHUNDE MONICA PRISCILLA*