



NAGAWA JANAT

Waitress

EXPERIENCE

WAITRESS– 3YEARS 6 MONTHS
HOTEL AFRICANA LTD| UGANDA

OBJECTIVE

Dedicated waitress with 3+ years of exemplary service in the food service industry. Committed to providing helpful, fast, and accurate service to patrons. Demonstrate active listening and communication skills to ensure patrons are satisfied and happy. Experience in various settings, including family restaurants, bars, cafeterias, banquets, and room service. Comfortable serving patrons of various age ranges and backgrounds. Determined team player striving to deliver the highest quality service alongside food service staff.

ADDRESS

 Sharjah, United Arab Emirate

 **PHONE**
+971 565906392
 nagawajanat92@gmail.com

PERSONAL DETAILS

Nationality: Ugandan

D.O.B: 28.11.1993

Visa status: Visit visa

Marital Status: Single

Languages: English & Arabic

Duties and responsibility

- Escort customers to their tables and ensures they are settled comfortably; offers coffee and other drinks
- Present the menu to customers, answers queries about it, and makes suggestions if necessary
- Inform patrons the restaurant's daily specials
- Explain the preparation and cooking methods as well as ingredients of various menu items
- Take orders from customers for food and beverages, writes down or memorize the orders; and enters information into the computer for transmittal to the kitchen
- Serve food and beverages promptly
- Ensure that customers are enjoying their meals or that they do not have any problem with their food
- Check their identification to make sure that they meet the minimum age requirement for consuming alcoholic beverages
- Collect the customers' payments and prepares bills with itemized costs and appropriate taxes
- Prepare and tidies up the tables or counters; makes sure there are enough salt, sugar, pepper, cream, other condiments, and napkins in every table or counter.
- Decorate dishes before serving
- Ensure that there are adequate supplies of food, tableware, linens, and beverages



- Offer wine selections, put this in the proper wine glass, and pour the wine for customers
- Stay alert for customer's requests and be prompt to address them

EDUCATION

- High School Certificate

SKILLS

- Strong customer service skills, including assessing customer needs, adhering to quality standards, evaluating customer satisfaction, and making the proper adjustments or corrections.
- Excellent active listening skills and ability to give my complete attention to patrons during busy times.
- Demonstrated service orientation; always looking for opportunities to serve patrons and assist other employees.
- Effective at multiple point of sale software systems.
- Patient and compassionate when serving patrons, making them feel at home at the establishment in which they are eating.

LEADERSHIP ROLE

- Provide customer service.

REFERENCES

[Available upon request.]

