

CURRICULUM VITAE

ZAHARAH NANDUGGA

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POSITION BARISTA / WAITRESS / HOSTESS

PROFESSIONAL PROFILE

Provide high standards of customer service and financial management while sustaining high levels of proficiency in the delivery of services in restaurant and hotel

WORK EXPERIENCE

EINTEIN COFFEE SHOP (1 YEAR)

Designation; Waitress / Hostess

Worked in close collaboration with other staff to ensure that customers receive high quality of services. Carefully taking orders, Welcoming and seating guest
Monitoring quality and accuracy of order delivery.

DUTIES AND RESPONSIBILITIES

- Ensuring good delivery of prompt services.
- Welcomes and greets customers with a warm smile
- Offer menus and provide suggestions when requested
- Deliver orders and ask for feedback during and after meals
- Greet guests and accompany them to their tables
- Respond to any questions regarding menu items
- Serve food and beverages
- Thanks Customer & ask them to come back
- Take necessary action to resolve any complains
- Answering phone calls and referring them to appropriate persons
- Checking customer's orders for accuracy, quality and presentation standards.
- Informing clients of other hotel services and appropriate fees charged
- Informing clients about the new promotions in our communication system

DOUBLE B COFFEE SHOP – (DUBAI)

Designation : Barista

DUTIES AND RESPONSIBILITIES

- Blending different types of juices e.g., mango juice, water melon, passion juice, cocktails. Etc.
- Welcomes customers by determining their coffee interests and needs.
- Educates customers by presenting and explaining the coffee drink menu; answering questions.

- Sells coffees and coffee grinding and brewing equipment by explaining differences in coffee beans and coffee preparation machines; demonstrating how brewing equipment operates.
- Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, café latte, and cappuccino. Ice teas and ice coffees

COMPETENCIES

- Am Quick and Flexible
- Having a professional manner with an emphasis on hospitality and guest service.
- Calm, efficient and organized.
- Friendly disposition with clear spoken English.
- Excellent personal presentation and interpersonal skills
- Passion for exceptional customer service
- Profound ability to ensure that the highest standards of hospitality are established
- Good communication skills
- Cost control

PERSONAL DATA

Nationality	:	Ugandan
Sex	:	Female
Marital Status	:	Single
Date of Birth	:	05-May-1993
Visa Status	:	Visit visa

EDUCATIONAL QUALIFICATION

Uganda certificate of education

LANGUAGES

English

DECLARATION

I hereby certify that the above mentioned information is correct and true to the best of my knowledge and belief.