

CURRICULUM VITAE

BIO DATA

Name : DOREEN NAKALEMA
Nationality : UGANDAN
Date of Birth : 15th / 05 / 1986
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Telephone : +971 527634103
Visa Status : Visit Visa
Marital Status : Single
Location : Dubai - UAE



APPLYING FOR : WAITRESS

PROFESSIONAL SUMMARY

With the vast experience in providing customer and personal services. Responsible to provide good management, training and motivation to junior waiters/waitresses. Responsible to work in all environments and in group to handle restaurant services. Responsible to manage two sections of the restaurant effectively by providing punctual and friendly services to customers.

SKILLS

- ❖ Customer service
- ❖ The ability to succeed in a high-stress environment
- ❖ Cash handling
- ❖ Passion for people

CAREER OBJECTIVE

Keen to find a challenging position within an exciting employer where i will be able to continue to increase my work experience and develop my abilities. Determined to provide the best possible service to customers guaranteeing their ultimate satisfaction

ACHIEVEMENTS

- ❖ Provided first class guest service which enhanced positive feedback.
- ❖ Increased sales of daily specials and signature dishes through effective promotion strategies.
- ❖ Earned the best waitress of month once.

WORKING EXPERIENCE

FORTUNE RESTAURANT - **Kampala (U)**

Waitress

2011 - 2013

RESPONSIBILITIES

- ❖ Escorts customers to their tables and ensures they are settled comfortably; offers coffee and other drinks.
- ❖ Collects the customers' payments and prepares bills with itemized costs and appropriate taxes.
- ❖ Presents the menu to customers, answers queries about it, and makes suggestions if necessary.
- ❖ Ensures that customers are enjoying their meals or that they do not have any problem with their food.
- ❖ Explains the preparation and cooking methods as well as ingredients of various menu items.
- ❖ Decorates dishes prior to serving.
- ❖ . Ensures that there are adequate supplies of food, tableware, linens, and beverages.
- ❖ Takes orders from customers for food and beverages.
- ❖ Serves food and beverages promptly.
- ❖ Checks their identification to make sure that they meet the minimum age requirement for consuming alcoholic beverages.
- ❖ Prepares and tidies up the tables or counters; makes sure there are enough condiments and napkins in every table or counter.
- ❖ Stays alert for customer's requests and be prompt to address them.
- ❖ Performs other tasks assigned by supervisor or manager from time to time.
- ❖ Performs other duties like brewing coffee and preparation of desserts.
- ❖ Offers wine selections, put this in the proper wine glass, and pour the wine for customers.

RECEPTIONIST / WAITRESS

STAR WINNER HOTEL 2010

RESPONSIBILITIES

- ❖ Provide a warm welcome to customers
- ❖ Took food and beverage orders and served them to customers
- ❖ Attended to customers' needs
- ❖ Accepted payments and manned the cash register
- ❖ Maintained cleanliness in the counters, some parts of the kitchen, and tables
- ❖ Manned the drive-thru
- ❖ Helped in keeping the stock room clean and organized
- ❖ Accepted calls for delivery and other inquiries
- ❖ Organized parties for customers
- ❖ Did other tasks assigned by supervisor

CORE VALUES

- ❖ Team work
- ❖ Client focused
- ❖ Professionalism (integrity and transparency)
- ❖ Competence & Guest focused

LANGUAGES

- ❖ Fluent English

ACADEMIC QUALIFICATION

- ❖ High School
- ❖ Uganda Advanced Certificate of Education(UACE)
- ❖ Uganda Certificated of Education(UCE)

DECLARATION

All the details stated above are true, if you give a chance to serve under your kind control I assure you to perform my duty to the satisfaction of my superiors.

DOREEN NAKALEMA