



AIDAH NABUGUZI

Dubai, UAE
+971553462470
aidahnabuguzi9@gmail.com

WORK EXPERIENCE

Before and After Restaurant (Uganda) 2023 - 2024

Restaurant Hostess/Waitress

- Interacted with customers in person, over the phone and via email to address inquiries, resolve issues, and provide product information.
- Contributed to a positive work environment by fostering teamwork, professionalism and customer focused service.
- Successfully managed difficult customers, de-escalating conflicts and maintaining strong relationships with key clients.
- Collaborated with kitchen staff to ensure timely food delivery, resulting in a 10% decrease in order processing time thus maintaining a pleasant dining experience for all guests.

ERADA REHABILITATION CENTRE (Dubai) November 2018 - June 2022

Office Girl

- Welcomed clients with a positive attitude and increased attention to staff and client relationships.
- Conducted regular inspections to maintain cleanliness of the kitchen, earning a commendation for keeping high standard of hygiene.

MEGA SUPERMARKET (Uganda) February 2014 - March 2016

Cashier/Sales assistant

- Handled cash and credit card transactions, reconciled cash drawers and maintained accurate financial records.
- Recognized for outstanding team work and collaboration, receiving the " Team player of the year" award.

EDUCATION

ST. LUCIA HILL SCHOOL
Uganda (2007 - 2012)

High school secondary (ordinary and
Advanced certificates)

DECLARATION

I hereby declare that the above details are true to the best of my knowledge and belief. I undertake to produce the appropriate documents on request.

AIDAH NABUGUZI

CAREER OBJECTIVES

Dedicated and motivated personable customer service associate committed to providing high quality service and superior guest experience seeking for a waitress position at your hotel. Further looking for some better and extra ordinary challenge works to grow my skills.

PERSONAL INFORMATION

Nationality : Ugandan
Date of Birth : 28/05/1994
Gender : Female
Marital status : Single
Visa status : Visit visa
Passport No. : A01049579

SKILLS

- Excellent communication skills
- Cooperative
- Highly organized
- Excellent personality
- Fast learner
- Positive attitude
- Computer skills
- Time management
- Interpersonal skills
- Customer service
- Active listening
- Complaint resolution

PERSONAL INTERESTS

- ❖ Actively helping others in commitments
- ❖ Acquiring new knowledge
- ❖ Socializing

CERTIFICATES

Certificate in computer training (2013-2014) (MS Word, MS Excel)

LANGUAGES

English - Fluent