

DENNIS MUTEBI

Al Rigga Deira Dubai, U.A.E.

Mobile: 0525577580

Email: dennismutebi451@gmail.com



OBJECTIVE:

To be able to achieve and experience all possible opportunities, primarily to be employed in a reputable company, organization or institution to effectively utilize and apply the skills and knowledge I have gained in my studies and past experiences.

WORK EXPERIENCE:

Café Javas

Customer Service/ Server

Kampala, Uganda

Duties and Responsibilities:

- Execute top customer service, including greeting guests in a friendly manner as they arrive, receiving orders and accommodating the needs and requests over 100+ customers daily.
- Competently utilize the POS to process the customer orders, Complete the payment transactions and issue the receipts.
- Maintain seamless day to day Restaurant operations by employing in depth knowledge of food handling techniques, Such as Proper food temperatures and equipment cleaning procedures.
- Motivating the team to achieve organizational goals.
- Supervising soft play attendants.
- Exceeded Quantitative metrics on customer satisfaction, Customer retention and inquiry volume.
- Grew existing customer accounts by 29% through exceptional customer service and effective sales techniques.
- Quickly Triage incoming calls and escalated calls when necessary, reducing the average time resolution by 19%.

Basic food safety training certificate Kampala Uganda.

Employment certificates from previous company, Kampala Uganda

COMPUTER SKILLS:

•Microsoft package, POS system

PERSONAL BACKGROUND

Citizenship : Ugandan
Sex : Male
Languages : English
Visa Status : Visit visa

REFERENCES:

Available upon request.

This is to certify that the above information is true and correct.