



MARIAM NASSALI

Waitress /Team Leader

PERSONAL SUMMARY

Highly skilled in guest interactions, customer satisfaction and expertise in addressing guest needs. Also having a wide range of experience in recommending the guest from the menu and specials, serving of food and beverages as requested. Proven records of enhancing customer satisfaction. I will surpass your expectations and will put in my very best to achieve the company goals and objectives.

EMPLOYMENT HISTORY

Waitress

May 2022-Feb 2025

Buffalo Wild Wings Restaurant - Dubai ,UAE

Key Qualifications & Responsibilities

- Greeted and seated customers, ensuring a welcoming dining experience
- Took accurate food and beverage orders, accommodating special requests
- Delivered orders promptly while ensuring quality and presentation standards
- Managed transactions, including cash, credit, and mobile payments
- Maintained cleanliness and organization of tables and dining areas
- Assisted in training new staff members

Service Crew /Team Leader

Jan 2020-Mar 2022

Burger King-Dubai

Key Qualifications & Responsibilities

- Supervised and guided a team of service crew members to maintain efficient restaurant operations
- Trained new hires on food service protocols, customer interaction, and restaurant policies
- Assisted in inventory management, ordering supplies, and maintaining stock levels
- Ensured a clean and organized dining and kitchen area in compliance with health regulations
- Addressed and resolved customer concerns to uphold restaurant reputation
- Greeted and assisted customers with menu selections and special requests
- Took and processed food and beverage orders accurately and efficiently
- Maintained cleanliness in dining and kitchen areas, adhering to hygiene standards
- Assisted in food preparation and ensured timely order delivery
- Handled cash and credit transactions, providing correct change and receipts

Cashier

burger king -Dubai

Key Qualifications & Responsibilities

- Greeted and assisted customers with order placement and payment processing
- Handled cash, credit, and digital transactions while ensuring accuracy and efficiency
- Balanced the cash register at the start and end of each shift, reporting discrepancies if any
- Provided friendly and professional customer service, resolving complaints effectively
- Assisted in coordinating takeout and delivery orders to ensure smooth service

CONTACT DETAILS

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Dubai UAE

PERSONAL DETAILS

Nationality: Ugandan
Marital Status: Single
Gender: Female

LANGUAGE

English

EDUCATION

High School Certificate of Education-
Uganda

SKILLS

- Hospitality
- Customer service
- Health and safety
- Food and beverages
- Restaurant procedures
- POS Skills
- Good Communication skills
- Food Preparation
- Complaint Resolution
- Food Safety
- Order accuracy & efficiency

INTEREST

- Reading
- Sports
- Travel
- Adventure
- Computing