



NAKIWALA MADRINE

Friendly and reliable waitress with experience in providing excellent customer service in busy dining settings. Skilled in taking orders, delivering food, and ensuring customer satisfaction. Strong communication and multitasking abilities, dedicated to creating a positive dining experience for guests.

EXPERIENCE

TIRAMISU RESTAURANT – Dubai

1. HOUSEKEEPING (3 November 2024 to Till Date (part time))

- Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing.
- Ensure all rooms are cared for and inspected according to standards
- Protect equipment and make sure there are no inadequacies
- Notify superiors on any damages, deficits and disturbances.
- Deal with reasonable complaints/requests with professionalism and patience
- Check stocking levels of all consumables and replace when appropriate
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices

CAFÉ JAVAS – Uganda

2. WAITRESS (2020-2021)

- Greet and seat guests in a friendly and welcoming manner.
- Take and deliver food and drink orders accurately and promptly.
- Provide menu recommendations and answer questions about food and beverages.
- Ensure customer satisfaction by checking in with guests during their meal.
- Process payments and handle cash transactions efficiently.
- Maintain cleanliness and organization of tables and dining areas.
- Collaborate with kitchen staff to ensure timely service and address special requests.
- Handle customer complaints and resolve issues professionally.
- Assist in setting up and breaking down dining areas for events or busy shifts.
- Adhere to health and safety regulations, including food handling practices.

EDUCATION

MARTYRS SS BUYAGA UACE | 2019

DECLARATION

I hereby declare that all the information provided is correct

CONTACT

UAE Dubai

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DOB: 04/04/2001

Passport No.: A00514445

National: Uganda

Visa Status: Visit Visa

SKILLS

- Active Listening
- Organization and Time Management
- Cultural Awareness
- Decision-Making
- Problem- Solving
- Self-Motivated professional
- Logistics Coordination
- Sales Techniques
- Attention to Details

LANGUAGES

Arabic:

English: