

# NALUTAAYA HAWA

## Hostess/ Cashier

### PERSONAL SUMMARY

Friendly and organized hostess with years of experience ensuring exceptional guest experiences in fast-paced dining environments. Skilled in managing reservations, coordinating seating, and maintaining smooth communication between guests and staff. Dedicated to creating a welcoming atmosphere and handling guest needs promptly.

### EMPLOYMENT HISTORY

#### Hostess

01.2021 - Current

**Warner Brothers Hotel Curio Collection by Hilton - Abu Dhabi, UAE**

#### Key Qualifications & Responsibilities

- Represent the establishment with a polished demeanor and professional attire.
- Act as a liaison between front-of-house staff and management to ensure seamless operations.
- Handle guest complaints and special requests diplomatically to ensure satisfaction and maintain a positive atmosphere.
- Coordinate table assignments and maintain an efficient flow of diners while balancing seating capacity and server workload.
- Warmly greet guests, manage reservations, and ensure a pleasant dining experience by addressing guest needs promptly.

#### Key Achievements

- Consistently scored upwards of 95% on customer satisfaction surveys.
- Assisted in training and coaching 2 new cashier that improved performance by 15 %.

#### Guest Relations / Cashier

01.2017 - 11.2019

**K.F.C (Kentucky Fried Chicken),UAE**

#### Key Qualifications & Responsibilities

- Promote additional products or services to maximize sales and enhance customer satisfaction.
- Balance cash drawers daily, ensuring precise financial reporting and accountability.
- Monitor stock levels and restock items near the point of sale to optimize customer convenience.
- Provide friendly and prompt service, assist customers with inquiries, and handle refunds or exchanges.
- Accurately process cash, credit, and digital payments while maintaining a high level of efficiency.

#### Cashier

2015-2017

**Mega Standard Supermarket – Uganda**

#### Key Qualifications & Responsibilities

- Making inventory with my manager at every end of the month
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Take food and beverage orders and communicate to the kitchen.
- Deliver orders to the table in a timely manner



### CONTACT DETAILS

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Abu Dhabi, U A E

### PERSONAL DETAILS

Nationality: Ugandan  
Marital Status: Single

### EDUCATION

Diploma, Hotel Management And Tourism, Young Male Christian Association - Kampala, Uganda-09-2012 - 05-2014

### LANGUAGE

English: Native  
Arabic: Beginner  
Swahili: Advanced

### SKILLS

- Customer-Service oriented
- Call Centre Skills
- Cash Handling
- Time management
- POS Skills
- Good Communication skills
- Computer skills
- Complaint Resolution
- Adaptability
- Team building

### Personal Attributes:

- **Strong Work Ethic:**  
Demonstrates dedication and a strong sense of responsibility, consistently performing at a high level.