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### **Objective:**

With over four years of experience in the food and beverage hospitality industry. Looking forward to obtaining a crew member position in a reputable restaurant where my customer service skills, experience and positive attitude can contribute to the success of the restaurant and provide a delightful dining experience to guests.

Skilled in managing high-volume transactions, utilizing POS systems with precision, and fostering strong client relationships. Recognized for achieving an increase in repeat business and an improvement in customer retention rates.

Committed to excellence with a focus on enhancing customer experiences and operational performance.

### **Education:**

College: Nakasero Secondary school

Certificate: Uganda Advanced Certificate of Education (UACE)

Year: 2013 - 2014

### **Experience:**

**Restaurant: Texas Chicken & Burger King– Title: Cashier / Waitress – City: Dubai-UAE – Date: October 2019 – October 2021.**

- Greet and seat guests in a timely and professional manner.
- Take orders and serve food and beverages to guests.
- Ensure guests satisfaction with their meals and dining experience.
- Respond to guests' inquiries, requests and complaints in a professional and friendly manner.
- Collaborate with kitchen staff to ensure eminent and accurate service.
- Manage cash and credit transactions maintaining accurate records of sales and tips.
- Follow food safety and sanitation food guidelines.

**Restaurant: Café Javas – Title: Dispatcher – City: Uganda, Kampala – Date: January 2023 – May 2024**

- Examines the food items, destination, route, rate, and delivery time.
- Verifies food order for deliver by matching bills and reconciling quantities while noting discrepancies.
- Keeps customers informed by forwarding notice of their food order availability, delivery method, and current status and answering questions.
- Organizes item order by editing for price, promotions, and special diet compliance.
- Verifying orders before transportation.
- Taking ownership throughout the shift.

**Skills:**

- Excellent customer service skills
- Strong communication and interpersonal skills.
- Ability to work in a fast-paced environment.
- Mult tasking and time management skills.
- Computer skills.
- Food and Beverages menu items and preparation knowledge.
- Cash and till management.

**Professional Credentials:**

- Certificate of Attendance: Basic Food Safety - Food Service
- Certificate of Appreciation: Amazon Catering, 2021
- Experience Certificate: Cashier Training, 2019
- Certificate in Computer Appreciation, 2015

**References:**

Available upon request.