



ROSEMARY NAKASUMBA

Contact

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Address : Al Majaz, Sharjah, UAE

Personal Details

Nationality : Uganda

Gender : Female

Visa status : Employment

Languages:

- English
- Arabic (Basic)

Education

High School
Certificate in Assistant Nursing

Safety training

First aid

Food safety

Fire Safety

Skills

- Excellent Communication and Interpersonal Skills.
- Customer Service Skills.
- Strong problem – solving and decision making abilities.
- Microsoft Word skill.
- Teamwork and collaboration skills.
- Adaptability and flexibility.

Objective

Energetic and multilingual with dynamic customer service skills. Poised personable and dedicated to team – driven environment. Known for great customer relations and welcoming attitude. I am looking forward to contribute towards the growth of the company

Work Experience

TEAM MEMBER / SUPERVISOR 2021 - Present

KFC - Kuwait Food Company Americana

Dubai Airport – Dubai , UAE

- Executing all tasks assigned by the team leader or manager diligently, on schedule, and to the highest standard.
- Working with team members to achieve daily, weekly, and monthly targets.
- Participating in meetings and voicing concerns as well as suggestions for improvement.
- Plans employee shifts and work schedules.
- Check & maintain restaurant dining areas, exterior and interior clean & tidy as per cleanliness standard.
- Handle cash property as per cash handling policy.
- Performing other duties and responsibilities as required or requested.
- Following and compiling with all standards and guidelines

RECEPTIONIST 2018 -2020

KIZZA HOTEL - Dubai

Duties & Responsibilities:

- Welcoming guests and checking their details against their bookings
- Allocating guests their rooms and providing keys
- Answering phones from prospective customers and guests, taking messages and delivering them
- Completing administrative tasks such as filing and photocopying
- Responding to requests for help and information
- Providing concierge services, such as booking theatre tickets. arranging travel and providing information about local amenities and attractions
- Preparing room bills and ensuring prompt payments
- Checking guests out, taking payments and returning deposits

RECEPTIONIST 2015 -2017

Pride Travelers Hotel - Uganda.

- Greet customers.
- Manage security and telecommunication system.
- Handling queries and complaints via phone, email and general correspondence.

DECLARATION

I hereby certify that the above mentioned Statements are correct & true to the best of my belief & knowledge