



Stella malis Namale

Hotelier

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📍 Wharf, Dubai Marina, U.A.E 📅 24th /02

🔓 Single 

PROFILE

Dedicated and enthusiastic Waiter with a proven track record of enhancing guest satisfaction and optimizing operational efficiency. Possessing a strong commitment to delivering exceptional customer service, I thrive in fast-paced environments by warmly welcoming, serving guests and facilitating seamless service delivery. I contribute to the success of the restaurant. Eager to continue growing and building a career in the hospitality industry, I am passionate about contributing to your esteemed organization and further developing my skills through exceptional experiences.

PROFESSIONAL EXPERIENCE

- | | |
|----------------------------------|--|
| 10/2023 – July
2024
Uganda | Waitress
Allure Hotel - Kampala <ul style="list-style-type: none">• Provide excellent customer service.• Always strive towards the best customer satisfaction.• Greet the Customers and present the Menus.• Make suggestions based on their preferences.• Take and serve food and drink orders.• Up-sell when appropriate.• Preparing and serving coffee and other beverages to customer• Arrange table settings.• contributing to the smooth operation of daily activities. |
| 03/2021 –
12/2022,
Uganda | Runner
Golden tulip Canaan - Kampala Uganda <ul style="list-style-type: none">• To ensure smooth and efficient service in a restaurant.• Responsible for delivering food from the kitchen to the customers' tables.• Ensuring that the orders are accurate and presented nicely.• To assist the servers by refilling drinks, clearing tables, and providing any additional support needed.• It's important to have good communication skills, attention to detail, and the ability to work well in a fast-paced environment• Responding to guest inquiries and requests in a timely, and efficient manner.• Promptly addressing guest inquiries and requests, demonstrating a commitment to delivering outstanding customer service.• Performing opening and closing duties with precision and attention to detail, contributing to the smooth operation of daily activities. |

EDUCATION

2020 Kampala, Uganda	Advanced Level Examination Nganwa High School
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2017
Kampala,
Uganda

Ordinary Level Examination
Nganwa High School

2021-2023
Kampala
Uganda

Certificate In Information Technology
Buganda Royal Institute

SKILLS

- Customer Service
- Strategic Planning & Problem Solving
- Food Safety
- Client Relationships & Stakeholder Management
- Process Improvement & Change Management
- Time management & Task Follow Up
- Communication

LANGUAGES

English



Luganda



TECHNOLOGICAL SKILLS

- **Micros POS System**
- **Microsoft Office Suite**
- **Programming**
- **Android development**

REFERENCES

Available on request

DECLARATION

I do here by declare that the information given here is true and correct to the best of my Knowledge. I will spare no effort in fulfilling the duties handed over to me to the best of my ability and to the satisfaction of my superiors.

STELLA MALIES NAMALE