



winnieluwemba@gmail.com



Dubai , United Arabs Emirates
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Ugandan

EDUCATION

High School
**Katwe noor islamic
secondary school** , Uganda,
November 2019

WINNIE LUWEMBA

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

WORK HISTORY

April 2022 - Current

Emrill llc - Housekeeping Team Leader, Dubai, UAE

- Assigned housekeeping staff to specific shifts and work locations based on abilities and daily requirements.
- Evaluated employee performance and developed improvement plans.
- Worked with customer service help desk to respond promptly to all customer's cleaning requests.
- Communicated repair needs to maintenance staff.
- Maintained controls over expenses and inventory for optimal budget tracking.
- Trained and mentored all new personnel to maximize quality of service and performance.
- Placed orders for housekeeping supplies and guest toiletries.
- Utilized chemicals and cleaning equipment in accordance with safety protocols and proper operating standards.
- Scrubbed floors with special cleaners and equipment to achieve deep clean.
- Swept high ceilings, tight spaces and around furniture to remove built up dust and cobwebs.

May 2021 - April 2022

Expo 2020 - Hospitality Worker, Dubai, UAE

- Greeted guests with friendly and professional acknowledgment to build rapport.
- Communicated with customers to promptly resolve complaints and address inquiries.
- Helped visitors with directions to different destinations.
- Called emergency responders in case of any emergency.
- Reduced risks by maintaining clean and organised work environment.

April 2020 - February 2021

Hotel Africana - Waitress Trainee, Kampala , Uganda

- Greeted and escorted guests to their tables consistently checking their requirements and responding to their inquiries.
- Presented menus to customers promptly after seating and answered questions about menu items, making recommendations upon request.

- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals, and walk-in business.
 - Inspected dishes and utensils for cleanliness.
 - Supervised set up of banquet food stations and coordinated service to multiple dining areas.
 - Processed orders and sent to kitchen employees for preparation.
 - Maintained clean and organized dining areas to uphold restaurant hygiene standards.
 - Worked with POS system to place orders, manage bills, and handle complimentary items.
 - Used slow periods to restock supplies, ice, trays, and delivery bags.
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SKILLS

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|------------------------------|---------------------------|
| • Excellent Communication | • Multitasking Abilities |
| • Teamwork and Collaboration | • Attention to Detail |
| • Cash Handling | • Point of sale operation |
| • Time management | • Sales expertise |
| • Problem-solving skills | |