 **JAMILAH**

**JAMILAH.367331@2freemail.com**

 **RESTAURANT SUPERVISOR**

Record of exceeding sales targets.

**SUMMARY:**

To secure a position as a  Hotel and Restaurant Supervisor in the fields of Hospitality Industry and other related fields that would best fit my qualifications and further develop my talents, skills and working experience for continuous career improvement.

**Summary of Skills:**

* Experience of supervising Restaurant/hotel staff and daily operations
* Skilled in assisting Front Office Manager in improving customer service
* Ability to develop business relationship with guests and improve retention percentage
* Skilled in hiring, training, and managing hotel staff
* Adept in coordinating with vendors and suppliers of food and beverages
* Proficient in managing financial operations and customer relations

**PROFESSIONAL EXPERIENCE**

**Leopold’s of London Restaurant. Dubai**

Head waitress 14th/3/2014 to Present

Responsibilities:

* Assist the Restaurant Manager in Interviewing, selecting, training, supervising, counseling and disciplining outlet staff.
	+ Supervising the floor during meal periods to ensure that all standards and steps of service are met through all guests interactions.
	+ Ensuring that checklists, requisitions and proper opening and closing functions are being completed each shift.
	+ Communicate effectively, both verbally and in writing, to provide clear direction to the staff.
	+ Observe performance and encourage improvement where necessary.
	+ Assisted Restaurant Manager in maintaining stock and inventory of food and beverages
	+ Provided excellent guest experience and improved business of the restaurant
	+ Provided vital feedback to the chef and ensured standards are maintained
	+ Checked restaurant on daily basis to ensure cleanliness, high quality food and food presentation.
	+ Informed employees about daily events, and conducted pre-shift meetings to ensure they are clear about events
	+ Supervised check or credit policies and procedures and cash handling

**Nandos Restaurant. Uganda.**

Waitress/Cashier. 2011-2013

Responsibilities

• Present menus and answer questions about the cuisine,

• Making recommendations upon request.

• Recommend coffee and other drinks to customers.

• Write customers’ orders and conveyed to kitchen staff.

• Take orders from customers and served food, drinks and deserts.

• Serve specialty dishes to customers at tables as required.

* Take customer orders at the counter
* Receive payments and present change to customers
* Pack food items, make coffee, and fill beverage cups
* Function as the host/hostess of the restaurant
* Make reservations for customers

**EDUCATION**
public administration. Islamic university in Uganda. 2012

Appointed restaurants employee of the month.

**TECHNOLOGICAL SKILLS**
• Retail Software
• MS Word and Excel
• Internet, Email, Social Media

**PERSONAL INFORMATION**

* Nationality Ugandan
* Gender female
* Date of birth 1st may 1990
* Visa status employment (transferable)
* Language fluent in English, French and basic Arabic

**Recommendations and references are furnished upon request**