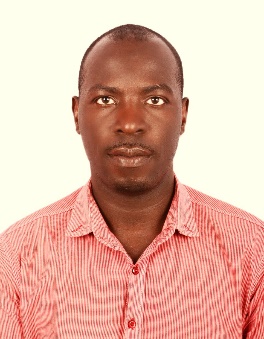
SUMMARY

* + - * PROFILE: Male
      * EMAIL: [matovu.370157@2freemail.com](mailto:matovu.370157@2freemail.com)
      * NATIONALITY: Ugandan
      * CURRENT LOCATION: Dubai UAE
      * CURRENT POSITION: Shift Manager
      * COMPANY: Foodie Brands

WORK EXPERIENCE

**FOODIE BRANDS [**AUNTIE ANNES PRETZELS**]**

**POSITION: SHIFT MANAGER DUBAI MALL. UAE- DUBAI**

**Duties and Responsibilities:**

**CURRENT**

* Completing daily and weekly staff schedules according to expected business volumes.
* Directing employees through their daily routines
* Training and inducting new staff
* Providing leadership to a team during a shift.
* Recommending capable staff members for promotion and advancement.
* Tally daily receipts and bank deposits.
* Maintain inventory levels, ordered merchandise, and track all special orders.
* Monitoring staff performance during a shift and addressing any shortcomings.
* Mentoring and training up new employees.
* Making sure that all staff are properly dressed enforcing grooming, appearance standards.
* Completing payroll records and ensuring that all staff files are up to date.
* Managing the opening and closing of the work premises.
* Responsible for all cash management during the shift.
* Ensuring that quality audits are completed to a high standard.
* Making sure that all staff have the basic skills training needed to perform their jobs.

**HITON HOTEL QATAR - DOHA**

**POSITION: GUEST RELATIONS EXECUTIVE**

**Duties and Responsibilities:**

**2013 -- 2015**

1. Meet and greet all guests upon arrival and departure.
2. Escort VIP guests to their allocated room and explain the facilities and room features.
3. Recording daily activities and guest complaints for immediate actions.
4. Assist all guests utilizing the Executive Lounge.
5. Working with the Food n Beverages team specially Room Service and Executive Lounge.
6. Promoting all hotel outlets and any special promotions going to on Board guests.
7. Attending all the secretarial needs of guests after the opening hours of the business Centre.
8. Ensuring that, whenever possible, guests receive personal recognition.
9. Inspect VIP room status and amenities in good order prior to guests’ arrival.
10. Maintaining active presence in the hotel lobby to greet and assist incoming guests.
11. Give courtesy calls and complete the call log for Performance Monitor daily.
12. Promote inter-hotel sales, in-house facilities, banquet events, hotel and F&B outlets,
13. Assist and coordinate with Front Office reception to ensure consistent service.
14. Handle guest complaints immediately and follow up thoroughly.
15. Prepare and coordinate the distribution of guest amenities, welcome letters and setups for VIPs

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**MOBILE TELECOM NETWORKS [MTN] UGANDA KAMPALA**

**POSITION: SALES AND MARKERTING ASSOCIATE**

**Duties and Responsibilities:**

**2010 - 2013**

* Welcoming customers with greetings and offering them assistance.
* Calling Clients informing them about new product arrivals
* Advise customers by providing information on products.
* Helping customer make selections by building customer confidence;
* Suggestive selling and promoting company products
* Negotiating contracts and packages to companies and individual clients
* Aiming to achieve monthly or annual targets.
* Direct sales forecasting activities and sets performance goals accordingly.
* Assist other departments within organization to prepare manuals and technical publications.
* Anticipating customer needs and preferences to boast sales
* Monitor competitor products, sales and marketing activities.
* Manage account management and expansion activities
* Building meaningful relationships within the company and outside
* Ensure appropriate and timely delivery of service and products
* Arranging meetings with potential companies and individual clients
* Establishing a consistent corporate image throughout all product lines, promotional materials, and events.

**EDUCATION**

MAR 2005 – JAN 2009 **BACHELORS INFORMATION TECHNOLOGY UGANDA**

**OTHER CERTIFICATIONS**

* DEC 2016 UAE DRIVING LICENSE UAE
* NOV 2016 PERSON IN-CHARGE UAE
* JUNE 2011 CUSTOMER RELATIONS CERTIFICATE UGANDA
* OCT 2013 HACCP, FOOD SAFETY QATAR
* JAN 2015 CUSTOMER RELATION MGMNT QATAR
* APR 2015 NEBOSH HEALTH AND SAFETY QATAR

**IT SKILLS**

* CISCO NETWORK PROFFESSION
* ADVANCED MICROSOFT OFFICE
* HARDWARE AND SOFTWARE MAINTENANCE

**LANGUAGES**

* ENGLISH - FLUENT SPOKEN AND READ
* ARABIC - SPOKEN
* FRENCH - FLUENT SPOKEN AND READ

**COMPETENCE**

* GOOD COMMUNICATION AND INTERPERSONAL SKILLS
* SELF-MOTIVATED PERSON,
* OPERATIONS MANAGEMENT SHIFT WORK EXPERIENCE
* CUSTOMER RELATIONS SPECIALIST

REFRENCES AVAILABLE UPON REQUEST