![/storage/sdcard1/.polarisOffice5/polarisTemp/image1.jpg](data:application/octet-stream;base64,)[ROBERT.371243@2freemail.com](mailto:ROBERT.371243@2freemail.com)

CURRICULAM VITAE

PERSONAL INFORMATION

Name: ROBERT   
NATIONALITY: Ugandan  
MARITAL STATUS: Married  
LANGUAGE: English.   
VISA: Employment Visa

CAREER OBJECTIVE

Am a hardworking male capable of providing excellent and exceptional customer service, clerical and administrative support in order to ensure the smooth running of business efficiently.

PROFESSIONAL EXPERIENCE

GOLF COURSE HOTEL KAMPALA-UGANDA

Position: Receptionist / Bell Boy  
Duration: 5 Years

ROYAL SUITES HOTEL KAMPALA-UGANDA

Position: Receptionist / Night Auditor  
Duration: 5 Years

PROFESSIONAL SECURITY COMPANY –UGANDA  
Duration: 5 Years   
Designation: Security Guard Part time.

GINCO GENERAL CONTRACTING COMPANY –DUBAI  
Duration: Currently work here  
Designation: Security Guard

* Developed and maintained a current and accurate filing system.
* Excellent check-ins and checkouts of guests in a timely manner.
* Excellent and exceptional customer service all times
* Balancing all P.O.S.cashiers through micros system
* Ensuring the proper balancing of all cash flows and floats
* Ensuring proper records between Housekeeping and front office.
* Running the End of day audit through the system
* Handling all guests complaints in a timely manner
* Coordinated the repair and maintenance of office equipment
* Ensuring a proper handling of guests luggage
* Ensuring the happiness and satisfaction of the guests all times
* Ensuring safety environment for the guests and staff
* Answered all incoming calls and handle caller’s inquiries whenever possible.
* Re-directed calls as appropriate and tookadequate messages when required.
* Greeted, assisted and/or directed visitors and the general public.
* Received, directed and relayed telephone messages and fax messages.
* Directed the general public to the appropriate staff member.  
  Picked up and delivered the mails where necessary
* Opened and dated stamp all general correspondence.
* Maintained the general filing system and filed all correspondence.
* Responded to public inquiries.
* Well knowledgeable with Opera and Fidelio Hotel software’s
* Observe for signs of crime or disorder and investigate disturbances
* Take accurate notes of unusual occurrences
* Report in detail any suspicious incidents

PERSONAL STRENGTH

* Ability to work under pressure and meet deadline.
* Team leadership, self-esteem and self-motivated.
* Able to work longer hours, dynamic and performance driven.
* Good communication skills and strong public relations
* Honest,Reliable,Dependable and Result oriented all times
* Quick learner,Smart and able to work Night Shifts

EDUCATION

* Uganda Certificate of Education (UCE)
* Uganda Advanced Certificate of Education (UACE)
* Security Certificate
* Diploma & Certificate in Hotel Managment