**CURRICULUM VITAE**

**PERSONAL INFORMATION:** 

**Name : CAROLINE**

**Date of birth : 20th of November 1994**

**Gender : Female**

**Nationality : Uganda**

**Marital Status : Single**

**Religion : Christian**

**Visa Status : Tourist visa**

**Email address :** [**caroline.375195@2freemail.com**](mailto:caroline.375195@2freemail.com)

**CAREER OBJECTIVE:**

* To fully discover and exploit my potential to develop my personality, career while contributing to the organizations I work for by extending care to customers and management of day today activities.

**JOB APPLIED FOR**

* **WAITRESS**

**WORKING EXPERIENCE:**

**Place : United Arab Emirates**

**Duration : 2015-2017**

**Position : Housekeeping/cleaning in UAE**

**Company** : **Cornerstone Hotel Kampala**

**Duration : 2012 - 2014**

**Position : Waitress**

**RESPONSIBILITIES HELD:**

* Welcomes customers when they arrive at a restaurant, cafe, or other eating or drinking establishment
* Introduce customers to the menu and announce daily or seasonal menu specials menu items, ingredients, and pricing.
* Takes customers' orders for food and drink by writing them on a ticket, entering them into a tablet, or memorizing them
* Passes customer orders along to kitchen staff for preparation
* Prepares drinks and serves them to customers
* Collects food orders from the kitchen, verifies that they are correct, and serves them to customers
* Ensures that customers are satisfied with their meals and processes orders for additional courses if necessary
* Removes used dishes, glasses, and flatware from tables
* Prepares cheques and delivers them to customers
* Processes cash and credit card payments and returns change to customers if necessary
* Sets tables with dishes, glasses, and flatware and refills condiments
* Maintains familiarity with menu items, specials, and restaurant information
* Meets with managers and wait staff daily or regularly in order to learn about menu changes and specials as well as discuss upcoming reservations and customers with special needs.

**ORGANIZATIONAL AND PERSONAL SKILLS:**

* Practically oriented.
* Good customer care abilities.
* Innovative with good analytical skills, loyalty, faithful, obedient, willing to work under pressure.
* Good aptitude for team work.
* Always willing to learn and adapt very fast.
* Can conveniently work with people from multicultural background.
* Good in human relationships, enthusiastic, and have excellent customer service skills.
* Result orientated, with decision making and problem solving abilities.

**TECHNICAL SKILLS:**

* + MS office Word, Excel.
  + Disinfectioning techniques.
  + Computer literate
  + Internet & E-mail
  + cleaning techniques

**EDUCATIONAL** **BACKGROUND:**

|  |  |  |
| --- | --- | --- |
| **YEAR** | **INSTITUTION** | **AWARD** |
| 2011 | Kibuli Islamic School | Uganda advanced certificate of education (U.A.C.E). |
| 2009 | Mengo Secondary School | Uganda Certificate of Education (U.C.E) |
| 2005 | Nakivubo Blue Primary School | Primary Leaving Examination (P.L.E) |

**LANGUAGE PROFICIENCY:**

English, Arabic, Kiswahili, Luganda,

**HOBBIES:** Reading, Traveling, interacting with customers, participating in community development.