**CURRICULUM VITAE**



**NAME:** **PATRICIA**

**DATE OF BIRTH:** **21st/09/1991**

**VISA STATUS: VISIT VISA**

**NATIONALITY:** **UGANDA**

**EMAIL:** **patricia.380877@2freemail.com**

**PERSONAL PROFILE**

A highly motivated, confident individual with multi-tasking capabilities and ability to work in a target driven, busy environment. I am able to communicate effectively with people from diverse backgrounds. I am also enthusiastic to learn and I am a Quick learner of new concepts.

Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities/skills.

**WORK EXPERIENCE**

**ORGANISATION: LA ROSA HOTEL MUSCAT 2017-2018**

**POSITION** **: Waitress / Hostess**

**Responsibilities**

* Greeting guests and presenting them with the menu.
* Informing guests about the special items for the day and menu changes if any.
* Suggesting food and beverages to the guest and also up selling.
* Taking food and beverage orders from the guest on the order taking pads or on the handheld Point of sale (POS) system.
* Obtaining revenues, issuing receipts, accepting payments, returning the change.
* Performing basic cleaning tasks as needed or directed by supervisor.
* Punching the order on the POS machine and making sure to enter the special requirements made by the guest while ordering the food.
* Communicating to the guest and provide assistance with their queries.
* Serving food and beverage to the guest as per the course of order.
* Observing guests and ensuring their satisfaction with the food and service.
* Maintaining proper dining experience, delivering items, fulfilling customer needs.
* Preparing mixed drinks for service to your customers table.
* Properly opening and pouring wine at the tableside.
* Understanding and communicating products and services available at the resort.
* Close the shift on the POS terminal

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| **ORGANISATION** | **:** | **SILVER SPRINGS** | **2013 to 2016** |
| **POSITION** | **:** | **Service Crew** |  |

**Responsibilities**

* Providing menu and answer customers’ questions regarding menu issues.
* Ensuring that all food and drinks are packed properly without spilling.
* Preparing eating materials, napkins, glasses and pepper on the table.
* Processing credit card payment and returning change to the customer.
* Rotating frozen products for freshness.
* Cleaning and sanitizing customer sitting areas, kitchen and counters.
* Ensuring that all kitchen equipment is cleaned and maintained at all times.
* Interacting with customers about their compliments.

**ACADEMIC QUALIFICATIONS**

**Certificate in Hotel management**

**Uganda Advanced Certificate of Education 2009**

**Uganda Certificate of Education 2007**

**SKILLS AND COMPTENCES**

* Proficient in the use of Microsoft Office Packages such as Ms. Word, .Ms. Excel, Ms. Outlook and Power point.
* Good Customer Service skills.
* Strong Analysis and resolving Skills.
* Impressive and convincing way of communication.
* Well organized and clean way of Presentation.
* Strongly motivated, reliable and equally effective as a team player.
* Able to work for long hours, follow instructions and procedures.
* Capable of working in a fast paced environment with diverse nationalities and languages.
* Excellent Communication and Interpersonal Skills.
* Able to provide quality and timely work while ensuring accuracy and able to approach all people in a tactful manner and react well under pressure.

**LANGUAGE SPOKEN**

English

Luganda

**REFEREES**: Available upon request.