**CURRICULUM VITAE**

 Name : Brenda

Nationality : Ugandan

Visa Status : Visit Visa

Email : Brenda.380881@2freemail.com

Position Applied : Waitress

**CAREER OBJECTIVES**

To gain valuable experience by working in a more challenging,motivating, and more diverse environment that will further develop and improve my skills to fully engage my professional resourcefulness in setting desirable standards, geared towards the realisation of diverse objectives within my field of practice

**QUALIFICATION:**  Basic customer Care training certificate

**SKILLS**

* Customer service and satisfaction skills
* Excellent telephone handling manners
* Organisation and time management skills
* Outstanding skills in written ,reading ,listening and verbal English language
* Proven ability to multi task
* Can work under minimal or no supervision

**WORK EXPERIENCE**

**SPEKE RESORT MUNYONYO, UGANDA**

**WAITRESS: MARCH 2015 to MAY 2016**

* Welcoming guests in a warm and friendly manner and asking for their seating preference
* Interacting with customers and informing them about the special meals of the day
* Politely taking customers’ orders
* Bringing orders to the table and serving guests
* Handling customer customers queries and ensuring they are all attended to diligently
* Punching the orders in the POS system and running the drinks and food respectively
* Making a follow up on food to ensure that the customers have received the food to their expectations
* Tendering bills by either cash or credit cards
* Getting general feedback about the food and complaints
* Responding to customers questions , requests, and complaints
* Restocking the stations to ensure that everything is in the right full order

**TROPIC INN (MASAKA)**

**WAITRESS (DECEMBER 2013 TO FEB 2014)**

Responsibilities

* Welcoming guests in a friendly manner while smiling
* Informing customers about specials of the day and taking their orders
* Filling customer glasses as per hotel standards
* Serving guests and making a follow up on food
* Soliciting guests to fill the feedback forms and bidding them a farewell

**ACHIEVEMENTS**

* Increased the ratio of sales by 5% through using non convention ways of selling and up selling of menus
* Suggested the application of discount coupons something that increased the gross sales of the company

**Additional skills**

* Excellent arithmetic skills and accuracy with numbers
* Ability to implement proper food service equipment
* Deep understanding of operational food service equipment
* Good understanding of computer applications like MS WORD, EXCEL, WORD , POWERPOINT

**EDUCATION BACK GROUND**

**YEAR INSTITUTE AWARD**

* 2010-2011 St.Balikuddembe Mitala Maria U.A.C.E
* 2005-2008 St.Andrews Kaggwa SSS Luweero U.C.E
* 1998-2004 Kibuye primary School P.L.E

 **Reference**: Upon request

**REFERENCE**

UPON REQUEST