***JOAN***

**Personal email:** **joan.380882@2freemail.com**

**Dubai, UAE.**

***WAITRESS***

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| **PERSONAL DATA** |  |

**Date of Birth : 30/0ct/1991**

**Gender : Female**

**Nationality : Ugandan**

**Marital Status : Single**

**Visa Status : Visit visa**

**Languages : English and Arabic**

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| **OBJECTIVE** |  |

**A highly resourceful , flexible ,innovation waitress with 4 years experience in promoting a good customer service . Am organized, competent and forward looking young lady with a desire to work ,eye for detail, excellent service and quality through objectivity and integrity .**

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| **SUMMARY OF SKILLS:** |  |

* **Welcoming guest**
* **Demonstrating menu knowledge**
* **Answering questions**
* **Up selling specialty items**
* **Describing dishes**
* **Taking orders (beverages and food)**
* **Handling complaints**
* **Ensuring guest satisfaction**

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| **WORK EXPERIENCE:** |  |

**POSITION : WAITRESS**

**COMPANY : CAFÉ JAVAS , KAMPALA, UGANADA**

**DURATION : 2 YEAR**

**Duties**

* **Serves patrons at banquets, special functions, or during normal daily dining room operations.**
* **Takes food and beverages orders from patrons, answers questions regarding**

**prices, substitution, quality or quantity of menu items and availability of menu items.**

* **Delivers food and beverages to tables; waits on tables to insure that patrons are supplied with beverages refill or clean utensils when desired.**
* **Removes dishes and utensils; cleans and dusts tables and chairs; fills sugar, salt and pepper containers; sweep floors.**
* **Assists in setting up and taking down tables and chairs; places clean utensils and napkins on tables.**
* **Handling guest complaints that procedure positive results.**
* **Creates harmonious relationships with the staff and the guest.**
* **Consistent and efficient in the delivery of food and beverage orders.**
* **Maximize sales and revenue by up selling.**
* **Handling guest complaints that procedure positive results**

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| **EDUCATION** |  |

* **2012-2014 Bachelors in Arts and Design (Makerere University )**
* **2009 -2010 Uganda Advanced Certificate of Education ( NsangiSec.School )**
* **2005-2008 Uganda Certificate of Education ( Zana Mixed Secondary School )**

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| **SPECIAL SKILLS** |  |

* **Energetic | Friendly | Pleasant | Outgoing | Success/Result-Oriented | Enthusiastic**
* **Good written/verbal communication – Proficient in presentation, writing and/or editing manuals, product promotion and advertising.**
* **Exceptional customer service.**
* **Proven aptitude in problem solving.**
* **Can operate independently and as part of a team.**

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| **DECLARATION** |  |

* I hereby declare that the above mentioned information is true to the best of my knowledge and belief