

CURRICULUM VITEA

INFORMATION

Name : MUFUMBIRO
Location : Dubai, UAE
Gender : Male
Language : English
Visa status : Visit visa
Education : high School
Email: *mufumbiro.38106@2freemail.com*



POSITION: BARISTA / WAITER

PROFESSIONAL OBJECTIVE:

To work as a waiter or a barista in a challenging environment, contributing enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills obtained through experience as a waiter or barista in Hotels and Restaurants

KEY SKILLS AND COMPETANCE

- Excellent in English language, both in written and spoken.
- Ability to work under pressure without being stressed.
- Strong ability to work, stand and move up and down for long periods without being exhausted
- Strong knowledge of formal service standards and customer service.
- Ability to handle cash, as well as to perform credit card billing functions.
- Strong knowledge of food placement following categorization, such as meat, fish, and beverage.
- Friendly disposition to guests, strong enthusiasm for the job, highly motivated with great ability to work harmoniously in a team.
- Ability to keep and maintain clean appearance and treat guests politely.

WORKING EXPIRENCE

Company: Sheraton Kampala Hotel
Position: Barista
Duration: 2012 - 2018

- Responsibilities included:
- Promotes coffee consumption by educating customers.
- Prepares and serve hot or cold beverages such as coffee,espresso drinks.
- Welcomes customers by determining their coffee interests and needs.
- Educates customers by presenting and explaining the coffee drinks menu; answering questions.
- Sells coffees and coffee grinding and brewing equipment by explaining differences in coffee preparations machines;demonstrating how brewing equipments operates.
- Prepares and sells coffee drinks by following prescribed procedures and preparations techniques for the coffee drinks such as espresso,lungo, caffe latte and capouccino.
- Generates revenues by attracting new customers.
- Maintains inventories by increasing the coffee bean supply.

- Keeps equipment operating by following operating instructions, trouble shooting breakdowns this can be done by providing preventive maintenance i.e calling for repair.
- Maintains safety and healthy working environment by following organisation standards and sanitation regulations.
- Improves quality results by studying, evaluating and re designing processes.
- Maintains and improves the appearance of the store and coffee.

EDUCATIONAL BACKGROUND

Uganda certificate of Education

Uganda Advanced Certificate of Education

DECLARATION:-

I would very much welcome a personal meeting with you to discuss your needs and my ability to meet them. My schedule is flexible and I am available for interview during the day, evening and at the weekend. Thank you for your time, consideration and forthcoming response.