**PROSSY**



**Dubai, UAE**

**Email:** **prossy.382147@2freemail.com**

**Nationality Ugandan**

**Desired position Waitress**

**Date of birth 11/12/1989**

**Visa status Employment visa**

**CAREER OBJECTIVE**

*Seeking to build a long career in the food and beverage industry, to contribute my skills and ensure my growth through the organizations growth, seeking an opportunity to expand my knowledge and experience and to assist the guests, which will make me more effective and efficient towards reaching the company’s goals .And to obtain a challenging environment in hospitality, where i will be able to provide prompt and courteous service to the customers*

**SUMMARY**

Food service worker with casual dining food, retail and customer service experience.Organised, detail-oriented and hardworking with training in food safety and handling. Deliver orders quickly; take requests and maintaining dining area in a clean and neat fashion.

**Key Skills and Strengths**

* Professional work ethics
* Multi-tasking
* Excellent written and verbal communication skills
* Ability to work in a team
* Sales and marketing skills
* Customer service skills

**JOB EXPERIENCE**

**DUBAI INTERNATIONAL AIRPORT TERMINAL 2**

**MC DONALDS EMIRATES FAST FOOD COMPANY { SEPT- 2016 – present)**

 **Food service representative**

**Responsibilities**

* Providing excellent customer service through welcoming customer to the restaurant
* Assisting customers with food selection, inquiries and special orders
* Taking food orders from customers and serving them
* Maintain a fast speed of service, especially during rush times
* Performing cashiering and cash handling
* Providing information about new food types available
* Assembling orders on trays or in bags depending on the type of order
* Processing large orders for events
* Preparing food items such as burger as per the established standard
* Cleaning the station thoroughly before, during and after each shift
* Responding to guests questions, concerns and complaints and make sure they leave satisfied
* Following all restaurant safety and security procedures
* Working as a team in performing all duties in order to provide customers with best dining experience
* Arriving on time for all shifts until shift completion Work

**WAITRESS**

**SHERATON HOTEL [April 2014-july 2016]**

 **Kampala, Uganda**

**Duties**

* Receiving customers pleasantly, taking their order, transmitted to kitchen staff, serving and preparing bills
* Adhering to the quality and working standards of the hotel
* Maintaining cleanliness in the working station
* Maintaining the equipment in proper conditions
* Assisting other staff members in taking orders
* Analysing customer complaints and feedback for constant improvement
* Ensuring that each customer’s needs are satisfied through offering excellent customer service

**Skills**

* Menu presentation
* Order synchronization
* Food service
* Table service
* Side work
* Guest reception
* Special Items Promotion
* Bill processing
* Station setup
* Beverage preparation

**ACADEMIC QUALIFICATIONS**

Uganda Advanced Certificate of Education

 Uganda Certificate of Education

**REFERENCES** - Available on request.