**LAIRAH**

|  |  |  |  |
| --- | --- | --- | --- |
| **Profile** | Gender: femaleMarital status: SingleNationality: UgandanEnglish level: ExcellentVisa Status, Visit Visa | **Contact** **Information** | Email: **lairah.382494@2freemail.com** |
|

|  |  |
| --- | --- |
| **Academic****Qualifications** | **Uganda Advanced Certificate of Education****Uganda Certificate of Education** |

  |
| **Professional & Career Development** | **Jan 2016 – May 2017****Nando’s, Downtown KAMPALA****Waiteress**Responsibilities* Escort customers to their tables and ensure they are settled comfortably; offer coffee and other drinks
* Present the menu to customers, answer queries about it, and make suggestions if necessary
* Take orders from customers for food and beverages, write down or memorize the orders; and enter information into the computer for transmittal to the kitchen
* Serve food and beverages promptly
* Ensure that customers are enjoying their meals or that they do not have any problem with their food
* Collect the customers’ payments and  prepare bills with itemized costs
* Prepare and tide up the tables or counters; make sure there are enough salt, sugar, pepper, cream, other condiments and napkins in every table or counter.
* Perform other duties like brewing coffee and preparation of salads and appetizers
* Decorate dishes prior to serving
* Ensure that there are adequate supplies of food, tableware, linens, and beverages
* Stay alert for customer’s requests and be prompt to address them
* Perform other tasks assigned by supervisor or manager from time to time.

**July 2014– Dec 2015****Imperial Royale Hotel, Kampala****Service Crew Front/ Counter****Responsibilities*** Took food and beverage orders and served them to customers
* Attended to customers’ needs
* Accepted payments and manned the cash register
* Maintained cleanliness in the counters, some parts of the kitchen, and tables
* Manned the drive-thru
* Helped in keeping the stock room clean and organized
* Accepted calls for delivery and other inquiries
* Did other tasks assigned by supervisor
 |

|  |  |
| --- | --- |
| **Special Skills and Competencies** | * Ability to work effectively under time pressure and for long and extended hours
* Ability to multitask
* Diligence and dedication to work
* A good memory and an eye for details
* Ability to understand different kinds of people
* A keen observer
* Great sensitivity to the needs of others
* A friendly, cheerful, and polite attitude
* Experience in preparing salad and other appetizers, and coffee
* A strong passion to ensure customer satisfaction
 |

**REFEREES -** Available upon request