**Curriculum Vitae**



Mabel

Dubai UAE

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**CAREER PREVIEW**

**I am a skilled hospitality professionalwith diverse F&B experience and a passion to serve. I am personable, energetic and driven to exceed expectations.**

**WORK EXPERIENCE**

**September 2016 – Date:Find Salt L.L.C. (Independent Food Company), Dubai**

**Designation: Team Leader/Trainer**

The Independent Food Company is a UAE-based hospitality company with multiple concepts under its umbrella – SALT, Switch, Parker’s, Candy, Grind, Somewhere and Uncle Deek.

**Responsibilities:**

* Oversee team members’ work for quality and guideline compliance, communicate team goals and identify areas for new training or skill checks
* Develop strategies to promote team member adherence to company regulations and performance goals
* Conduct team meetings to update members on best practices and continuing expectations
* Generate and share comprehensive and detailed reports about team performance, mission-related objectives and deadlines
* Provide encouragement to team members, answertheir questions and help in problem solvingincluding
* Communicate deadlines and sales goals to team members
* Ensure company brand materials and physical working spaces meet and exceed company presentation standards
* Provide quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints
* Support team manager and performs management duties when manager is absent or out of office
* Manage inventories of stocks, including keeping detailed records of sales, and advising management on ordering where necessary
* Assist management with hiring processes and new team member training

**September 2014 – September 2016:Find Salt L.L.C. (Independent Food Company), Dubai**

**Designation: Waitress**

**Responsibilities:**

* Greet and welcome customers with a warm smile when they arrive at a restaurant
* Introduce customers to the menu and announce daily or seasonal menu specials
* Answer questions about menu items, ingredients, and pricing
* Take customers' orders for food and drink by writing them on a ticket, entering them into a tablet
* Pass customer orders along to kitchen staff for preparation
* Prepare drinks and serves them to customers
* Collect food orders from the kitchen, verify that they are correct, and serve customers
* Ensure that customers are satisfied with their meals and processadditionalorders, if required
* Remove used dishes, glasses, and flatware from tables
* Prepare cheques and deliver them to customers
* Process cash and credit card payments and return change to customers if necessary
* Set tables with dishes, glasses, and flatware and refills condiments
* Maintain familiarity with menu items, specials, and restaurant information
* Meet with managers and wait staff regularly in order to learn about menu changes and specials as well as discuss upcoming reservations and customers with special needs

**2009 – 2010:Front Beach Hotel and Resorts, Uganda**

**Designation: Hostess**

**Responsibilities:**

* Greet guests warmly with a genuine smile and eye contact and escort them to assigned area
* Inform guest of current promotion and who will be serving them to ensure a smooth handoff to the service staff
* Answer incoming calls to the restaurant and provide appropriate service
* Manage the flow of guests into the dining and bar areas
* Observant to guests’ needs throughout their stay to ensure they receive high quality service
* Help dining room staff by setting and clearing tables, replenishing water, serving beverages
* Issue dining charges by verifying orders
* Reconcile cash drawer by proving cash transactions, listing checks and credit card charges for to-go orders
* Contribute to team effort by accomplishing related results as needed

**RELEVANT SKILLS**

Customer Service Skills

Team Leadership skills and Employee Training Experience

Product Knowledge and Industry Experience

Strong Oral and Written Communication Skills

Results-Oriented,

Interviewing Skills, Sales Skills,

Self-motivated, passionate, volunteering and outgoing

**EDUCATION**

2009 - 2011 **:**Certificate in Business Administration (MUBS)

2007 - 2008**:** Uganda Advanced Certificate of Education.

2003- 2006**:**Uganda Certificate of Education.

2002**:**Primary Leaving Examination.

**AWARDS AND TRAINING**

* Certificate of excellence in performance (Employee of the Month)
* Basic Food Hygiene Training
* Certificate of attendance and completion (Kitchen Operations)

**LANGUAGE SKILLS**

English - Fluent

Luganda - Fluent

Arabic - Basic

**HOBBIES**

* Reading, Dancing, Music and Drumming

**REFERENCES**

Available upon request