** CURRICULUM VITAE**

NAME: NAJIIM

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Visa status: Visit Visa

Nationality: Ugandan

Address : Dubai United Arab Emirates

POSITION APPLIED FOR: BARISTA/WAITRESS

**PERSONAL SUMMARY**

A well-presented, articulate and confident individual with a sound professional background, with a 3years experience in the Food and Beverages industry, and with a proven record of accomplishment of providing exceptional customer service and having an outgoing personality. I am looking forward to join a progressive company where I can use my experience and abilities to the maximum.

**SKILLS AND COMPETENCES**

* Communication skills both verbal and written
* Team player, social and disciplined
* Hardworking, dedicated to my work, reliable and patient
* Self-motivated, flexible and result oriented
* Multi-tasking ability, ability to stand for long hours
* Organizational ability

**WORK EXPERIENCE**

***Company: Café pap* *-Uganda***

***Position: Barista, Cashier -2 years***

**Responsibilities**

* Welcome and greet customers.
* Prepare, serve hot and cold beverages like coffee, espresso drinks and blended coffees, tea, smoothies and juices
* Describe menu items to customers and help them in decision making where necessary
* Determine customers’ coffee interests and needs
* Receive and process customer payments from the customer including cash, credit and debit cards
* Working well with other staff
* Take coupons and scan correctly
* Promotes coffee consumption by informing customers
* Prepare and present beverages according to established recipe and presentation standards
* Answer to customers’ inquiries in a helpful manner
* Ensure a clean organized service or seating area
* Maintain a clean and hygienic working area, clean the barista machine, utensils, and equipment as required
* Organize and display merchandise in an attractive and functional manner
* Prepare and pack coffee bean and merchandise purchases for customers
* Describe current promotions and new products
* Check temperatures of freezers, refrigerators, heating equipment to ensure proper functioning.

***Company: equatorial hotel and restaurant - Uganda***

***Position: Hostess, Waitress –1year***

**Responsibilities**

* Welcome guests, greet and seat them, make them feel comfortable.
* Take beverage and food orders
* Learn menu items and be able to describe them appropriately to guests, tell guests about daily specials
* Answer guest queries in a helpful and polite manner
* Ensure that beverages and food are delivered in a timely manner.
* Check-in with guests to ensure that everything is going well.
* Refill beverages throughout the meal.
* As guests finish their meals, ask for dessert orders
* Deliver guests’ bills and thank them for dining at the restaurant.
* Clear dirty dishes from the table.

**EDUCATION QUALIFICATION**

* *Uganda Advanced Certificate of Education*

*LANGUAGES KNOWN*

*English*

*Arabic*

**REFEREES**

Available upon request