**Judith**



**Email** Judith-395512@2freemail.com



**Objective**

Seeking a challenging and responsible job position with a fast paced organization where my professional experience will have important application and deployment of my career opportunity for development of organization.



**Experience**

customer care executive

**Technical Services company**

DubaiMay-2018 - Present

Identify and assess customers' needs to achieve satisfaction



Build sustainable relationships of trust through open and interactive communication.



Provide accurate, valid and complete information by using the right methods/tools



Meet personal/team sales targets and call handling quotas



Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensurere solution



Keep records of customer interactions, process customer accounts and le documents



Follow communication procedures, guidelines and policies Resolve customer complaints via phone, email, mail or social media



Use telephones to reach out to customers and verify account information Greet customers warmly and ascertain problem or reason for calling



waitress

**Hotel-Dubai** DubaiOctober-2016 - April-2017

Greet and escort customers to their tables



Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)



Prepare tables by setting up linens, silverware and glasses



Inform customers about the days specials



O er menu recommendations upon request



Take accurate food and drinks orders, using a POS ordering software,order slips or by memorization



Check customers IDs to ensure they meet minimum age requirements for



consumption of alcoholic beverages

Communicate order details to the Kitchen Sta



Serve food and drink orders



Check dishes and kitchenware for cleanliness and presentation and report any problems



Arrange table settings and maintain a tidy dining area Deliver checks and collect bill payments



Carry dirty plates, glasses and silverware to kitchen for cleaning



Meet with restaurant sta to review daily specials, changes on the menu and service speci cations for reservations (e.g. parties) Follow all relevant health department regulations



Guest service Agent

**Sheraton Hotel Kampala** KampalaFebruary-2015 - September-2016

**Education**

Provide excellent customer service to guests



Serve food and drink orders to guests.



Present and pour wine selections with the appropriate stemware.



Stay up to date on any menu changes and daily specials.



Check in with diners to make sure they are enjoying their meals and correct any problems.



Clear away dirty plates, glassware, atware and linens and clean tables after diners have nished.



Maintain a neat and clean dining area.



Roll silverware, set up food stations, and prep for the next shift.



Replenish condiment and napkin containers.



Certi cate in Comprehensive

nursing and Midwifery

**Mengo School of Nursing and Midwifery**

Kampala

2015

High School Certi cate (Advanced

Level Certi cate)

**Itendero Secondary School** Kampala-Uganda

2012

Ordinary Level Certi cate

**Itendero Secondary School** Kampala

2010



|  |  |  |
| --- | --- | --- |
| **Skills** | **Languages** |  |
| Customer Assitance | **English** |  |
| Good Communication Skills | Excellent |  |
|  |  |
| Ability to handle pressure |  |  |
| Good interpersonal Skills |  |  |
| Quick problem solving |  |  |
| Team player |  |  |

