**LAIRAH**

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| **Profile** | Gender: female  Marital status: Single  Nationality: Ugandan  English level: Excellent  Visa Status, Visit Visa | **Contact**  **Information** | Email: [**lairah.382494@2freemail.com**](mailto: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 | | |

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| **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