**NAME: BUKENYA**

**ADDREESS: DUBAI, U.A.E**

**VISA STATUS: EMPLOYMENT VISA**

**EMAIL ADDRESS:** [**bukenya.385859@2freemail.com**](mailto:bukenya.385859@2freemail.com)

**Professional Summary**

An experienced Waiter and customer care service executive with Serena Hotel Uganda for 3 years. I am a result oriented and self-driven person who works well within a team and often contribute ideas to improve working practices. In addition, skilled in monitoring ,planning, management and able to work in a multicultural and multi-disciplinary environment, with good judgmental, initiative, high sense of responsibility and leadership.

# **Professional experience**

**Serena Hotels (Uganda)**

**Position: WAITER**

**Duties and Responsibilities;**

* Providing excellent wait service to ensure customer satisfaction.
* Taking customer orders and delivering food and beverages.
* Making menu recommendations and answering questions from the customers in order to reach customer satisfaction.

### Sharing additional information with restaurant patrons inorder increase the quality of services offered and improving customer relations.

**Professional skills**

# Business analysis

# Learning and development

# Leadership and team dynamics

# Conflict resolution

**Professional Training and Certification**

* Bachelor of Business Admistration - Ndejje University (Uganda)
* Certificate in Hotel management –YMCA(Uganda)
* Certificate in IT
* Bachelor of Marketing and Sales –Ndejje university(Uganda)