

Aisha Najjemba

Sales associate | Hostess | waitress

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Visa Status: Freelancer

Languages: English – Fluent | Afrikaans - Native



Professional Summary

Dedicated and driven Sales Associate with 9+ years of experience in retail sales, management, Hostess and waitress. Proven leader with a track record of exceeding sales objectives and building strategic partnerships. Expertise in Hostess, waitress, and team management.

Professional Experience

Jan 2021 - Present **Senior Sales Associate - Made for a Woman, Dubai**

- Compiled comprehensive daily and weekly reports on sales performance, customer service, stock status, and merchandising activities.
- Led regular coordination meetings with the Store Manager and Assistant Store Manager to discuss activities and scheduling.
- Supervised daily store operations, including opening and closing routines, sales floor staffing, and departmental oversight.
- Played a key role in store and assistant managers' recruitment, training, and performance evaluation.
- Guided and motivated store staff to meet sales targets, deliver excellent customer service, and maintain optimal stock levels.
- Ensured the store remained organized, clean, and conducive to efficient operations.
- Fostered a positive store environment by upholding company policies and standards, enhancing the customer shopping experience.

01/2015 – 09/2021 **Hostess/Waitress – Serena hotel, Kampala Uganda.**

Welcoming and greeting customers with a warm smile

- Ascertaining customer's dining, lodging needs.
- Seating the guests and managing their seating charts.
- Monitoring restaurant and hotel activities to determine seating and dining flow
- Take food and drinks orders
- Serve food and drinks orders in a timely manner
- Collect payments from customers.
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons

Education

Bachelor's Degree in Information Technology | *Makerere University*

Skills

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|--------------------|---------------------------------|
| • Customer Service | • Team Management |
| • Problem solving | • Multitasking |
| • patience | • Team Player and Communication |
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