

CURRICULUM VITAE

Name: SYLVIA NAKATO
Nationality: UGANDAN
Sex: FEMALE
Date of Birth: 01/07/1998
Mobile number: +971544281915
E-mail: nakatosyliviasheenah@gmail.com
Visa Status: VISIT VISA.
Marital Status: SINGLE.



POSITION APPLIED FOR: WAITRESS.

OBJECTIVES:

To work as a waiter in a challenging environment, contributing enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills obtained through experience as a waiter in a restaurant.

SKILLS/COMPENTENCES:

Three years' experience as a waitress in fast paced restaurant environment, engaging in daily challenges and learning experiences; a great opportunity to develop the following skills:

- Tolerance – Excellent stamina, able to multi-task, professional attitude – work ethics.
- Excellent customer service skills – People oriented with superb interpersonal skills.
- Sales and marketing skills.
- Team lead/play abilities – delegating capabilities (for those who apply for head of waitresses' position).

WORK EXPERIENCE:

HOUSEKEEPING, DUBAI, FACLATAAS FACILITY MANAGEMENT (08th Dec 2020 – 7th Sept 2021)

- Dusting and polishing furniture and fixtures
- Cleaning and sanitizing toilets, showers /bathtubs, countertops and sinks.
- Maintaining a clean and sanitary area
- Making beds and linens.
- Washing windows
- Vacuuming and cleaning carpets and rugs
- Cleaning mirrors and other glass surfaces
- Emptying trash receptacles and disposing waste.
- Steaming and cleaning draperies
- Tidying up rooms

NICAN RESORT HOTEL (OCT 2016- SEPT 2018)

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- Provide excellent customer services

- Greet customers and present menus
- Make suggestions based on their preferences
- Take and serve food/drinks orders
- Up-sell when appropriate
- Arrange table settings
- Keep tables clean and tidy at all times
- Deliver checks and collect payments
- Cooperate and communicate with all serving and kitchen staff
- Adhere to all relevant health department rules/regulations and all customer service guidelines

CAFÉ ATTENDANT: (Jan 8th 2014 _July 01 2016)

CAFÉ JAVAS ,KAMPALA UGANDA

- Warmly welcomed and greeted customers, directed them to their seats
- Answered questions about the menu and make recommendations when appropriate or requested.
- Took orders from customers and serve food and beverages to patrons.
- Communicated with kitchen staff directly and through computers.
- Performed consistent check-ins with customers to ensure satisfaction and addressed complaints immediately.
- Processed cash and credit card guest payments
- Scheduled all reservations and plan seating arrangements
- Thanked guests and invited them for another visit.

Education /Qualification:

AWARD	INSTITUTE	YEAR
CERTIFICATE IN HOTEL MANAGEMENT	YMCA INSITUTE	2013-2014.
UGANDA ADVANCED CERTIFICATE OF EDUCATION	MAKERERE MODERN SCHOOL.	2009.

Languages:

English , Arabic

Declaration:

I hereby certify that the above information is true and correct according to the best of my knowledge and my experience.

Refs:

Available on request.

