



# Moses Walusimbi

📍 Dubai , Dubai 971

📞 (971) 547-027158

✉️ moseswa990@gmail.com

## Professional Summary

- To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.
- Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.
- Passionate professional skilled in clearing tables and delivering service cheerfully. Talented individual known for hard work and dedication. Enjoys fast-paced environments.
- Entry-level Food Runner and true team player remains cool under extreme pressure in high-tempo kitchens. Takes direction well and consistently meets schedule requirements. Backs up servers, back bars and kitchen staff to deliver outstanding customer service to patrons.
- Meticulous Food Runner offers excellent skills in bussing tables and delivering food. Enthusiastically works food service with willingness to fill any position. Known for exceptional customer service.
- Learned diverse front-of-house restaurant positions to maximize team coverage and consistently deliver exceptional guest support. Smoothly seated guests, discussed menus and ran food to tables. Maintained clean and organized dining room by removing spills, bussing dishes and resetting tables.

## Skills

- Hospitality service expertise
- Bar and beverage restocking
- Order delivery practices
- Cleaning and sanitizing
- Meal delivery
- Service station maintenance
- Place settings
- Beverage preparation
- Dining room cleanliness
- Food running
- Menu memorization
- Timely food delivery
- Table clearing
- Guest seating
- Ordering procedures
- Table layout
- Stocking and replenishing
- Performance improvement
- Heavy lifting
- Training and mentoring
- Team Building

## Work History

03.2021 - Current

### **Food Runner**

Ana Restaurant - Dubai , UAE

- Created a safe environment for guests and staff by complying with all

- company safety policies, including manual handling and COSHH.
- Facilitated smooth delivery of service by dealing with guests requests efficiently and accurately, maintaining clear and effective communication with kitchen staff.
- Served food and beverages to customers whilst encapsulating company's brand tone and style.
- Maximised table turnover by assisting in setting up and clearing down tables to enable prompt readiness for next service.
- Ensured meticulous table setting, using symmetry to create balance between table items.
- Increased customer loyalty by building and maintaining relationships with regular guests, memorising individual dining needs and preferences to maximise dining experience.
- Warmly greeted guests upon arrival to create welcoming atmosphere.
- Processed cash and card payments promptly, minimising customer waiting times and enabling swift table turnarounds.
- Assisted customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport.
- Cleaned, sanitised and organised food storage racks and bins, maintaining exceptional hygiene standards.
- Managed restaurant closing duties, from cleaning dining areas to cashing up tills.
- Discussed menu items and dietary concerns, noted special requests and suggested additional items to meet upsell goals.
- Served meals and drinks with professionalism and skill, maintaining high presentation and quality standards.
- Used appropriate sanitising and cleaning products to maintain hygienic kitchen and food preparation areas.
- Kept guest tables neat and tidy by regularly clearing away dirty dishes, used glasses and wiping down surfaces.
- Delivered exceptional service by greeting and serving customers in timely, friendly manner.

12.2019 - 11.2020

### **Retail Sales Assistant**

MEGA STANDARD super market - Kampala , Uganda

- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Accepted and processed cash, cheque, card and mobile payments using POS systems.
- Used product knowledge, sales abilities and customer relations skills to drive substantial profit increases.
- Maintained impeccably high standards store presentation and hygiene through cleaning.
- Cultivated loyal, profitable customer relationships, asking open-ended questions to assess and cater to individual needs.
- Increased seasonal event sales through targeted selling in line with current marketing initiatives and promotions.
- Shelved and merchandised new products in visually appealing, organised displays to engage customers.
- Increased store revenue from impulse and add-on buys by promoting POS offers with every sale.
- Provided excellent sales services by offering bespoke product advice to meet exact customers needs.
- Consistently delivered revenue and performance KPI targets through outstanding retail service and sales abilities.

- Fostered positive relationships with customers to enhance loyalty and retention.
- Assisted customers with signing up for store loyalty programmes and provided details about key benefits.
- Managed till operations by promptly and precisely scanning items, processing payments and issuing receipts.
- Enhanced visual merchandising by maintaining replenishment and presenting items according to style guides.
- Monitored display stock levels, replenishing for consistently well-stocked sales floor.
- Prepared products for sales floor, steaming and presenting items immaculately for appealing displays.
- Addressed customer enquiries and concerns, facilitating decision-making and minimising hesitation.
- Built lasting relationships with clients through customer service interactions.
- Worked with loss prevention in monitoring shopper behavior.
- Effectively located merchandise across various stores to address customer needs.
- Helped customers complete purchases, locate items and join reward programs.
- Helped customers manage large purchases by collecting items from shelves and storage locations.
- Assisted customers with prompt and polite support in-person and via telephone.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Greeted customers and helped with product questions, selections and purchases.
- Trained new associates on cash register operations, conducting customer transactions and balancing drawer.
- Assisted customers with locating and choosing merchandise in store departments.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Opened and closed store independently and prepared nightly bank drop for manager.
- Managed promotional in-store signage and displays and re-stocked merchandise from returns or dressing rooms.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Increased sales by offering advice on purchases and promoting additional products.
- Balanced and organized cash register by handling cash, counting change and storing coupons.

## Education

- 01.2014 • Uganda certificate of Education (UCE), High school , Munyonyo - Nansana , Uganda
- 01.2019 • Uganda Advanced Certificate of Education (UACE), High school , Munyonyo - Nansana , Uganda

## Moses Walusimbi

I hereby declare that the above mentioned statement are correct & true to the best of my knowledge and beliefs.

## Languages

### English:

Native Language

Am able to write and read according to the language mentioned above .