

# PHIONA NAMUYIGA

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**Nationality:** Ugandan  
**Linguistic:** English  
**Visa Status:** visit visa



## CAREER OBJECTIVE

I 'am a customer service-oriented personnel with a good sales and organizational experience working towards customer satisfaction and upholding the company's image, goals and objectives for mutual growth.

## SKILLS & COMPETENCE

- ❖ Customer service orientation.
- ❖ Strong Interpersonal and organizational skill
- ❖ Good communication skills.
- ❖ Problem analysis and solving experience.
- ❖ Adaptability and a quick learner
- ❖ Highly motivated, proactive and a player
- ❖ Computer literate
- ❖ Listening
- ❖ Verbal communication
- ❖ Customer focus
- ❖ Attendance
- ❖ Client relationships

## WORKING EXPERIENCE

**COMPANY : 1762 RESTAURANT - Dubai**

**POSITION : WAITRESS/CASHIER**

### **DUTIES**

- ❖ Welcoming customers upon arrival and confirming their reservations.
- ❖ Acting as the point of reference for guests who need assistance and information.
- ❖ Receiving, replying, and forwarding emails and calls
- ❖ Understanding customers' needs and provide them with personalized solutions by suggesting activities'and facilities provided by the hotel.
- ❖ Making restaurant reservations, arranging for spa services, recommending night life hot spots, booking transportation (like taxi, limousines, airplanes, boats, etc.)
- ❖ Coordinating porter service (luggage assistance)

**COMPANY Mc DONALDS MC CAFE SHARJA 2020**

**POSITION BARISTA**

### **DUTIES**

- ❖ Promotes coffee consumption by educating customers.
- ❖ Selling coffee and coffee brewing equipment, accessories, and supplies.
- ❖ Preparing and serving a variety of coffee drinks, along with pastries and cookies.
- ❖ Welcomes customers by determining their coffee interests and needs.
- ❖ Educates customers by presenting and explaining the coffee drink menu and answering questions.
- ❖ Sells coffees and explaining differences in coffee beans and coffee preparation machines.

- ❖ Prepares and sells coffee drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, espresso lungo, cafe latte, and cappuccino.
- ❖ Generates revenues by attracting new customers, defining new and expanded services and products.
- ❖ Stocking coffee brewing equipment; maintaining supplies, pastries, and cookies for coffee bar.
- ❖ Maintains safe and healthy work environment by following organization standards and sanitation regulations.

**COMPANY : MCDONALD'S**  
**POSITION : TEAM MEMBER**

#### **DUTIES**

- ❖ Welcoming customers and explaining to them our packages
- ❖ Maintaining a good customer relationship
- ❖ Providing brief knowledge to customers regarding our products
- ❖ Explain to customers different internet plans and packages.
- ❖ Marketing our products on exhibition shows and promotion outdoors.
- ❖ Maintain a good and tidy working area.
- ❖ Filling reports in the back office.

#### **EDUCATION BACKGROUND**

Diploma in Business Administration KIU-2017

Higher Secondary Education – 2015

#### **DECLARATION:**

I hereby certify that the above information is true and correct to the best of my knowledge and my experience. If am elected I assure to perform to the best and even beyond my expectation for the achievement of company goals. Am gratefully looking for a positive response.

**PHIONA NAMUYIGA**

**Referees Provided Upon Request**