



BRENDA NDUGGA NANTEZA

050 930 5318

Nationality: Ugandan
Date of Birth: 17/12/1995
Visa Status: Own Visa
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PROFESSIONAL SUMMARY

Hardworking and reliable Team member focused on going above and beyond to support team and serve customers offering top-notch abilities. Motivated to continue to learn and grow as a professional.

PERSONAL STRENGTHS

- Anticipator of guest needs
 - F&B upselling
 - Multitasking with a strong work ethic
 - Dependable professional - on time for all shifts
 - Team player, fill in wherever/ whenever help is needed
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WORK HISTORY

IMPERIAL HOTEL - Kampala, Uganda.

**Hostess
2 Years**

Duties and Responsibilities:

- Welcome guests to the venue
- Provided accurate wait times and monitored waiting lists
- Managed reservations
- Escorted customers to assigned dining or bar areas
- Provided menus and announced Waiter/Waitress's name
- Coordinate with wait staff about available seating options
- Maintain a clean reception area
- Cater to guests who require extra attention (e.g. children, elderly)
- Answer incoming calls and address customers' queries
- Assist wait staff whenever needed

CAFÉ' JAVAS - Kampala, Uganda.

**Hostess
1 Year.**

Duties and Responsibilities:

- Serving food and beverages in a professional manner with high levels of customer service
- Setting and cleaning tables and service areas
- Dealing with customer complaints
- Checking with customers to ensure that they are enjoying their meals and take action to correct any problems

- Escorting customers to their tables
 - Explained how various menu items were prepared, describing ingredients and cooking methods
 - Informing customers of daily specials.
 - Presenting menus to customers and answer questions about menu items, making recommendations upon request
 - Removing dishes and glasses from tables or counters, and take them to kitchen for cleaning
 - Serving food and/or beverages to patrons; prepare and serve specialty dishes at tables as required
 - Stocking service areas with supplies such as coffee, food, tableware, and linens
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EDUCATION

- High School Certificate – Seeta High School
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LANGUAGES SPOKEN

- English (Fluent)
 - Arabic (Intermediate)
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