



## **BRENDA NDUGGA NANTEZA**

**050 930 5318**

Nationality: Ugandan  
Date of Birth: 17/12/1995  
Visa Status: Own Visa  
Email: [brendandugga@gmail.com](mailto:brendandugga@gmail.com)

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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.

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### **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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