



Brenda Nambuba Nadunga

BAR WAITRESS/F AND B
ASSISTANT

Details

Dubai
Dubai
United Arab Emirates
+971503764286
lykahbrenda120@gmail.com

NATIONALITY

Ugandan

PLACE OF BIRTH

Kampala, Uganda

Skills

Communication Skills
Adaptability
Fast Learner
Effective Time Management
Computer Skills
Customer Service
Team Building Skills
Interpersonal Skills

Languages

English

Swahili

Hobbies

music, travel, documentaries.

Profile

Professional, friendly and enthusiastic with years of experience of service in busy establishments. Experience attending to crowds of guests which resulted into a 100% customer satisfaction score as per hotel reviews. Seeking an opportunity to leverage my interpersonal skills in a 5 star hotel

Employment History

F&B assistant , Emaar Hospitality Group(Rove The Park), Dubai

JANUARY 2022 – PRESENT

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies) ,inform customers about the day's specials
- Offer menu recommendations upon request
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization.
- Tallying cash and card transactions in line with the revenue.
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties) • Follow all relevant health department regulations
- Worked to accommodate patrons with personal dietary preferences and restrictions.
- Helped to train new employees when needed.

F&B assistant/ Hostess, Emaar Hospitality Group(Rove Expo 2020), Dubai

JULY 2021 – JANUARY 2022

- Perform all F&B duties as assigned by supervisors, taking food orders, delivering orders, suggestive and up selling of the food and drinks menu.
- Greet customers as they enter restaurant
- Take reservations via phone and website
- Manage table reservations and assign tables
- Handle customer complaints and issues
- Provide extra service to ensure customer satisfaction, such as free drinks and birthday desserts
- Coordinate front of the house with the kitchen
- Review menus for accuracy

Hostess/ Usher, Glam Agency, Kampala

MARCH 2017 – DECEMBER 2018

- Welcome guests and usher them to their tables.
- Inform guests about promotions or events and ensure smooth turnover to the service staff.
- Answer calls and requests.
- Protect company image by ensuring everyone practices sanitation, safety and alcohol control policies.
- Help in server duties such as setting tables and refilling drinks.

Education

procurement and logistics management , YMCA Comprehensive Institute,
Kampala

AUGUST 2011 – DECEMBER 2013

High school , Seeta College , Mukono

MARCH 2008 – NOVEMBER 2010