

# **Rose Namale**

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**Nationality:** Ugandan

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A highly resourceful, flexible, and enthusiastic customer service individual with over 1 1/2 years' experience hospitality industry especially in hotel and restaurant Operations, offering high standards of service and support within the company, Professional, organized, fast learner, detail-oriented, reliable and have excellent written and verbal communication skills. Ability to provide support, motivation, and guidance to my fellow teamwork.

Now looking for a new and challenging position in a prominent company, one which will make the best use of my existing skills and experience and further my personal and professional development.

## **PROFESSIONAL EXPERIENCE**

**Position:** Barista

**Company:** Victoria café Kampala Uganda

**Feb 2021 to January 2022**

### **Responsibilities**

- Basic skills in Preparing and serving hot and cold drinks such as coffee, tea, and Specialty beverages.
- Daily checklist for both the bar and the kitchen to maintain restaurant standard procedures.
- Good in inventory management and cost calculation of production
- Work well under pressure, and am able to multi-task.
- Offering good customer service to the walk-in customer by smiling and greeting.
- Cleaning and sanitizing work areas, utensils, and equipment.
- Describing menu items and suggesting products to customers.
- Servicing customers and taking orders.

**Position:** Waitress

**Company:** Uhuru Restaurant Kampala

**Feb 2020 to November 2020**

### **Responsibilities**

- Interacting with customers by taking their orders.
- Making recommendations, providing them with accurate bills,
- Handling multiple tables and tasks in an efficient manner.
- Assisting with opening and closing duties, such as preparing ingredients and restocking items, such as straws, napkins, plates, etc.
- Taking inventory of supplies and ingredients.

## **SKILLS AND COMPETENCIES**

- Basic skills in using Microsoft Office, Word, Excel, and PowerPoint,
- Strong team player
- Excellent communication skills both oral & written
- (Fluent in English)
- Good personality, disciplined, and well mannered
- Friendly and handle issues in a professional manner

## **EDUCATION BACKGROUND**

Diploma in Travel and tourism

**Completed**, Uganda Advanced Certificate of Education (**UACE**)

**Completed** Uganda Certificate of Education (**UCE**)

Completed Certificate in Computer Application (CCA)

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.