**TUMUKUNDE FRED**

THE DOME, AIRPORT ROAD

ABUDHABI, UNITED ARAB EMIRATES

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**Professional summery,**

 Seeking to obtain a position in an organisation where my professional experience will be applied and developed. My strength lay in hospitality (food and beverages), customer care and customer relations.

My career experience is in the various hospitality and sales environments. As a top customer care performer/experienced sales executive with an impeccable record and excellent relationship with customers, Am ready and willing to make a difference in your company.

**Career progression,**

**2018-current reception**

 **premier inn Abudhabi capital centre**

**2018-2019 housekeeping (server),**

 **Premier inn Abu Dhabi Capital Centre, (UAE)**

* Check rooms to verify vacancies post check-out
* Greeting every guest with a smile and friendly hello, even when busy
* Inspect rooms for damage and alert management of issues.
* Clean rooms completely, started at furthest point from door and cleaning, wiping, or vacuuming every surface while checking for damages.
* Request maintenance orders to fix non-working equipment or address damage.

**2016-2018 assistant cleaning supervisor.**

 **Albarakah holding company (DUBAI, UAE)**

* Supervised cleaning staff, and ensured cleanliness in compliance with standards
* Plan and organise cleaners to make sure they are working up to the required standard
* Supervised and performed day today operational activities
* Submitting job completion reports properly daily, weekly, monthly basis as per company required
* Training my team how to use machines such as scrubbers, buffing machines, vacuum cleaners, air blower and walk behind sweeper.
* Organize working areas and checking stocks of cleaning materials then prepared on the monthly material requisition as required
* Onsite guidance to cleaners about the (PPE) personal protective equipment and safe working practices and keeping an eye on cleaners to make sure that they wear protective equipment
* Ensuring and reporting that all health and safety procedures such as FAC, LTI, MTI, WRI.

**2016-2016 waiter**

 **City restaurant Kampala (UGANDA)**

* Memorised restaurant’s wine stock and appropriate entrée pairings, leading to daily wine sales averaging 350000ug, fully 12% higher than company average
* Wrote patron’s food orders on slips, memorized orders, and managed food resources in a 60+ set hotel restaurant.
* Trained 2 new waiters in providing excellent customer service and conflict resolution techniques.

**2015-2016 sales attendant.**

 **Day-to-day supermarket Mbarara (UGANDA)**

* Pricing products
* Receiving and welcoming customers
* Informing customers about the available promotions
* Displaying products to attract more customers
* Ensuring a clean environment around and inside the supermarket

**2014-2015 sales representative**

 **Uganda telecom mbarara (UGANDA)**

* Cool- called customers to build relationship.
* Completed documentation for product and service sales
* Maintained productive relationships with existing customers through exceptional follow-up after sales
* Organized weekly sales report for the department to track product success

**Key competences**

* Customer service
* Retail assistance
* Stock control
* Customer engagement
* Team collaboration
* Complaint handling
* Strong hospitality background

**Education details**

* High school certificate (2014)
* Vienna high school Uganda

**Passport number**

* B1329367
* Passport expiry 03/05/2025

 **Reference**

 Housekeeping team leader

 Mr Moses Kasujja

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