

MADINAH NAMUBIRU

WAITRESS



PROFILE

Date of Birth :15/02/2001

Gender : Female

Nationality : Uganda

Visa Status : Residence

Passport No :B00231551

CONTACT

☎ - +971522601029

✉ - Madiinahnamubiru55@gmail.com

📍 Dubai, UAE

SKILLS

- Customer service
- Greeting guests
- Strong multitasking
- Excellent communication
- Memory retention
- Table setting
- Order taking
- Cash handling
- Conflict resolution
- Menu knowledge
- Cleanliness
- Stress management
- Problem solving

Languages

- English (fluent)

PROFESSIONAL SUMMARY

Reliable and friendly foodservice worker with 4years of experience in fast-paced restaurant environments. Skilled at taking orders, memorizing menu items, and delivering excellent customer service. Highly organized and efficient multitasker with a knack for anticipating customer needs .

EXPERIENCE

July 2022- January 2024

WAITRESS/BARISTA

❖ TANUKI RESTAURANT, DUBAI, Dubai mall

DUTIES AND RESPONSIBILITIES

- Demonstrated excellent customer service skills while working in a fast-paced environment.
- Maintained a positive attitude towards guests at -all times by providing friendly conversation during interactions.
- Managed multiple tasks simultaneously while maintaining high quality standards of service.
- Prepared hot, cold and mixed drinks for patrons and chilled bottles of wine.
- Prepared checks to itemize and total meal costs and sales taxes.
- Filled condiment, salt, and pepper, and napkin containers.
- Informed customers of daily specials.
- Suggested additional items to customers to increase restaurant sales.
- Checked on guests to verify satisfaction with each course.
- Set up linens, dishes, and silverware to prepare tables for customers.
- Swept and mopped floors and removed trash.
- Answered telephones to take reservations or to -go orders.

January 2020-june 2022

WAITRESS / RUNNER

❖ BUNDLE AND CAKE RESTAURANT, DUBAI.

- Managed multiple tasks simultaneously while maintaining high quality standards of service.
- Trained new employees on restaurant policies.
- Prepared tables for guests by setting out linens and silverware.
- Upsold drinks and desserts. Boosting sales and profit.
- Greeted guests in a friendly and professional manner, taking orders accurately.
- Supported other servers, running food and refilling beverages to meat team goals.
- Demonstrated strong organizational skills while managing multiple tasks effectively at once.
- Prepared checks to itemize and total meal costs and sales taxes.

EDUCATION

High school Diploma in Hospitality management 2018
Makerere University , Kampala

DECLARATION

I do hereby declare that the above-mentioned information is true to the best of my knowledge.

MADINAH NAMUBIRU