



BEATRICE NAKITENDE

+971581579163
beatricenaki12@gmail.com
DUBAI

OBJECTIVE

Aiming to be part of the team by filling the role, leveraging my knowledge of guest safety, customer service, food and beverages and commitment to delivering exceptional customer experiences.

EXPERIENCE

28/12/2022
- TO
DATE...

- **GUEST EXPERIENCE ASSISTANT**

LEOS INTERNATIONAL DEVELOPMENT (DUBAI)

- Greeting guests upon arrival and making them feel welcomed.
- Being a source of information to guests on various matter, projects, parking and many more.
- Ensure cleanliness and tidiness of the facility.
- Ensuring guest satisfaction throughout their stay by providing beverages and bites.
- Provide feedback to other departments to help improve sales, marketing, and business processes.
- Handle customer complaints by providing solutions, often within a time limit to ensure the customer is satisfied.

20/10/2020
-
15/11/2022

- **HOSTESS/WAITRESS CASHIER**

PROTEIN HOUSE (DUBAI)

- Welcoming, Greeting guests as they enter the facility.
- Creating and managing guest waitlists as needed.
- Seating guests at tables or in waiting areas.
- Finding the appropriate table for each guest according to their preferences and group size.
- Remembering table rotation and ensuring all servers receive the right number of guests.
- Engaging with guests to ensure the quality of food and customer service.
- Responding to client complaints and helping to resolve those complaints
- Answering phone calls and taking guest reservations.
- Memorizing the menu and dietary options
- Helping out other staff members as needed during your shift.
- Providing great customer service at all times.

01/02/2017

-

30/09/2020

- **F&B ATTENDANT(WAITRESS/BARISTA/CASHIER)**

THE COFFEE CLUB (DUBAI)

1. Greeting/welcoming guests and escorting them to their tables.
2. Staying attentive to the needs of guests in the dining area.
3. Delivering food and drinks from the kitchen/bar to the guests.
4. Ensuring the food and drinks orders are made correctly by kitchen/bar staff and looks presentable for guests.
5. Following health code standards with regards to the handling of food.
6. Performing shift duties like bussing tables, wiping tables and removing debris and more.
7. Cleaning and sanitising work areas,such as utensils and other equipment.
8. Describing menu items and suggesting products to customers.
9. Servicing customers and taking orders
10. Keep truck of running low consumables and non consumables, receiving and arranging stock supplies.
11. Receiving and processing customer cash or card payments correctly.

EDUCATION

2015

- **Early Childhood Development/Nursery Teaching**

St Mary's Teachers Education College Kampala
2nd grade

SKILLS

▪ Microsoft skills ▪ Excell skills
▪ Great communication skills ▪
A happy, friendly personality ▪
Guest service skills and
knowledge ▪ High level of
attention-to-detail ▪ Good level
of literacy and numeracy ▪
Enthusiasm to learn more. ▪
Adaptable to change and
ready to embrace new ideas,
places and processes. ▪ Ability
to work unsupervised and
deliver quality work ▪ Positive
and approachable manner ▪
Team player qualities

100%