|  |
| --- |
| **CURRICULUM VITAE (CV) – NALWANGA ANNET** |
| https://fbcdn-sphotos-f-a.akamaihd.net/hphotos-ak-xfp1/v/t1.0-9/397518_1554332854798748_4819182566984080480_n.jpg?oh=3b6fe93ae87846734c8cfca8f7f1be78&oe=564A1A98&__gda__=1444227843_83b204a08a65602b26d9fdce16ac6e09 |
| **Name:** NALWANGA ANNET |
| **Date of Birth:** 11/10/1990 |
| **Nationality:** UGANDAN |
| **Marital status:** SINGLE |
| **Sex**: FEMALE |
| **Contact Address:**  Nalwanga Annet |
| **Telephone (Mob):** +256701571670 |
| **Email:**  [annet27n@gmail.com](mailto:annet27n@gmail.com) |

**Personal Profile**

* Team work: I believe in working together as a team in order to achieve a common goal and this is due to my good interpersonal skills.
* Quick decision making skills due to quick learning skill and leadership skills.
* Flexible: Can easily adapt to various working environment and conditions.
* Trust worthiness: I believe in being trusted and this is through being open, faithful and telling the truth always.

**EDUCATIONAL BACKGROUND**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **YEAR** | | **INSTITUTION** | **AWARD** | |
| **2010-2013** | | Makerere University Business School | A Bachelor’s Degree in Catering and Hotel Management. | |
| **2007-2008** | | Bulo Parents Senior Secondly School | Uganda Advanced Certificate of Education. | |
| **2003-2006** | | Bulo Parents Senior Secondly School | Uganda Certificate of Education. | |
| **1996-2002** | | Najja Parents Primary School | Primary Leaving Examinations. | |
|  | |  | | |  |
|  | |  | | |  |

**SUMMARY OF COMPETENCIES ACQUIRED**

**Computer:-**

* Microsoft Word
* Microsoft Excel
* Microsoft powerpoint
* Microsoft publisher.
* Internet packages

**Communication:-**

* Speaking skills.
* Effective communication skills.

|  |
| --- |
| **SKILLS** |
| * Computer skills |
| * Restaurant skills. |
| * Cooking skills. |
| * Front office skills. |
| * Leadership Skills * Analytical and goal oriented |

WORKING EXPERIENCE

**HOT KITCHEN RESTAURANT MUTUNGO 2012**

**Position**

Restaurant Manager

**Specific Responsibilities**

* Ensuring that staff does their assignments effectively in regards to customer services.
* Purchasing all restaurant materials.
* Paying staff.
* Ensuring staff sign in and out.
* Handling all customer complaints.
* Negotiating and paying off restaurant suppliers.
* Recording all sales made.

Duty Station: Kampala

**PROTEA HOTEL KAMPALA 2013-2015**

**Position**

**Receptionist**

* Deliver excellent customer service, at all times
* Assist in keeping the hotel reception area clean and tidy, at all times
* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
* Administer all reservations, cancellations and no-shows, in line with company policy
* Keep up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximising bedroom sales opportunities
* Fulfil all reasonable requests from guests to ensure their comfort, satisfaction and safety
* Conduct regular security checks throughout the day and report any security issues to line manager
* Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment
* Provide reports, as required, for housekeepers and management
* Be responsible for evacuation, in cases of emergency, acting as first point of contact for guests and the emergency services
* Maintain personal knowledge by completing in-house training and workbooks
* Always adhere to all company policies and procedures and licensing laws
* Be involved and contribute at team meetings
* Carry out instructions given by the management team and head office

**Duty station Kampala/Uganda**

**HOBBIES**

* + - 1. Exchanging ideas with friends
      2. Meeting new people
      3. Reading
      4. Travelling to different areas.
      5. New Knowledge.

**Languages: *Speaking Reading Writing Listening***

**English:** Excellent Excellent Excellent Excellent

French : Fair Fair Fair Good

Swahili: Fair Fair Fair Good

Luganda: Excellent Excellent Excellent Excellent

Chinese Fair N/A N/A N/A

**Certification**

I, **Nalwanga Annet** certify that, to the best of my knowledge and belief, the curriculum vitae correctly describes my qualifications, experience and me. I understand that any wilful miss-statement described therein may lead to my disqualification or dismissal, if employed.

**Signature: Nalwanga Annet**