

CURRICULUM VITAE

CURRICULUM VITAE (CV) – NALWANGA ANNET



Name: NALWANGA ANNET

Date of Birth: 11/10/1990

Nationality: UGANDAN

Marital status: SINGLE

Sex: FEMALE

Contact Address: Nalwanga Annet

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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.

Nalwanga Annet

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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.

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- 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

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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:	<i>Speaking</i>	<i>Reading</i>	<i>Writing</i>	<i>Listening</i>
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 misstatement described therein may lead to my disqualification or dismissal, if employed.

Signature: Nalwanga Annet

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