

Mayanja Robert Martin

Executive Summary

PROFILE

I Mayanja Robert Martin a 5-year experienced service waiter with an excellent working record at top hotels and restaurants in the World over with a Business administrative educational background.

I'm seeking a placement in your hotel/restaurant for me to exercise my wealthy organizational, attention to detail, and management skills accumulated over time.

I have acquired a wide range of skills in the hotel and restaurant service sector with outstanding skills in customer perception, service, and Pos Register operation.

I have offered myself to serve celebrities and influential figures in line with my duties while working for companies with over 1500 competitive staff which has granted me an opportunity to perform at the top level in the service industry

Additionally, I have undertaken various courses such as Digital Marketing at The Open University, UK

Therefore I see myself as a perfect person to take over the opportunity at your organization as I like taking on challenges regardless of the region.

CONTACT ME

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After service Moments

Football Ex Arsenal and Man City player (Bacary Sagna)



Award Winning Moment

WhatsON 2023 UAE, Awards, Best Health Concept Restaurant



Team Work Moments

Monthly team performance, Feels Restaurant





MAYANJA ROBERT MARTIN

Senior Waiter

PROFILE

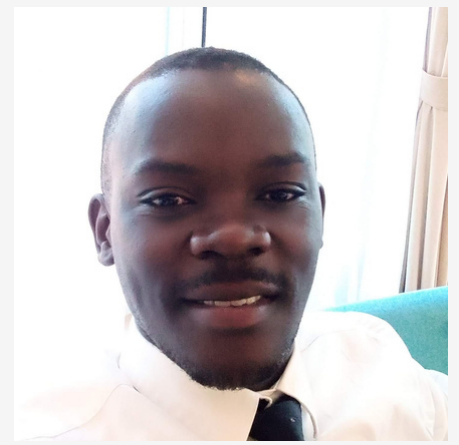
Robert is an efficient waiter with 5+ years of hotel and restaurant experience in high-volume, upscale dining establishments in Uganda and UAE. I have maintained a 96% customer care rating in the past 4 years for which now am seeking to use my high-level guest service skills, excellent food order recall, and ability to serve multiple tables at once to become a valued waiter at your restaurant/hotel

WORK HISTORY


- 2022-09 to Date** **Senior Waiter**  *FEELS RESTAURANT-UNITED ARAB EMIRATES*
- Proactively welcoming, and greeting all **guests** and **celebrities** to the Restaurant and ensuring all SOPs are followed.
 - Assisting in the setup of the restaurant before service, ensuring all required items are stocked and ready.
 - seating guests offering them menus, and drinks, and providing explanations of the items on the menu when required.
- 2022-07-2022-08** **Training Waiter**  *SADDLE RESTAURANT-UNITED ARAB EMIRATES*
- Reported to property on time and in proper uniform
 - Processed payments of food and drink orders with the cash register (POS system)
 - Coordinated with kitchen staff to deliver accurate food orders
- 2017-03-2019-01** **Waiter**  *FAIRMONT -UNITED ARAB EMIRATES*
- Provided responsible service of alcoholic beverages
 - Delivered food and beverages to any table as needed
 - Followed all cash handling policies and procedures
 - Stocked napkins, tea bags, silverware, and other supplies. Scored 90% or better for side work performance in quarterly reviews.
- 2014-02-2016-09** **Waiter**  *PROTEA HOTELS- Uganda*
- Greeted, seated, and served customers in a section of 7 tables in a high-volume, 5-star restaurant in the downside Hotel as a regular night waiter.
 - Served 7 tables per night with 35+ guests at a time. Section turned over an average of 5 times for 200 total guests per night.

WORKSHOPS AND TRAINING IN U.A.E


- Aug-2018** • Influencing Customer Perception
- Dec-2019** • Collaboration and Networking i Action
- Jan-2022** • Customer Service



PERSONAL INFORMATION:

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 Nakal, Dubai U.A.E

- **VISA STATUS:** EMPLOYMENT
- **NATIONALITY:** UGANDAN
- **WHEN TO JOIN:** IMMEDIATELY

SKILLS

- POS Register Operation
- Upselling Apps & Drinks
- Food & Wine Pairing
- Honesty and flexible
- Friendliness
- Customer Service
- Vacuuming, Sweeping, & Mopping
- Menu Knowledge

CORE COMPETENCES

- Patience
- Verbal and written communication
- Dependability
- Interpersonal skills
- Team work

EDUCATION

BACHELORS OF BUSINESS ADMINISTRATION

ST.LAWRENCE UNIVERSITY (Uganda)
(Marketing-B,Management-A) 2013 - 2016

CERTIFICATE IN DIGITAL MARKETING

GOOGLE LLC (U.S.A) JULY-2022

COVID-19 PRECAUTIONS CERTIFICATE

National Restaurant Association-Chicago
SEPT-2022

ENGLISH SKILL TEST CERTIFICATE

EF SET (UK) JUNE-2022