

**CURRICULUM VITAE**

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| **NAME**  |   |  SSEKIKUBO ANDREW  |
| **DATE OF BIRTH:**  |   |  01/05/1993  |
| **SEX:**   |   |  MALE  |
| **NATIONALITY:**  |   |  UGANDAN  |

**RELIGION**  CHRISTIAN

**RESIDENCE**  NSAMBYA, MAKINDYE DIVISION

**MARITAL STATUS** SINGLE

**TEL**  +973 34689758

**PASSPORT DETAILS** B1429364

**EMAIL** andrewssekikubo8@gmail.com

 **CAREER OBJECTIVE**

I’m seeking a deserving profile in the hospitality sector, where I can deliver my expertise and innovative hospitality skills, while maintaining the integrity and work ethics of the working environment, thereby maintaining the reputation of the organization.

**PROFFESIONAL WORKING EXPERIENCE**

**ART ROTANA AMWAJ ISLAND-** **BAHRAIN**

**HOUSEKEEPING ATTENDANT (December 2018-March 2020)**

**Duties and responsibilities**

* Receive work assignment, keys and supplies from the supervisor and sign the key log book accurately
* Clean rooms and bathrooms, performing any combination of the following duties
* Keep fire exits and stair ways clear of any obstruction and report any maintenance work required immediately
* Pick up any litter from corridors and pathways
* Vacuum carpet and upholstered furniture, dust and wipe furniture, empty ashtrays and wastebaskets
* Make bed, wash sink, bathtub, toilet, tiles, mirrors and floor and polish brass and metal
* Replenish bathroom supplies and room supplies
* Tidy and arrange neatly guest toilet articles on vanity top and spot cleans carpet when necessary
* Clean and keep the guest corridors, service pantries and service areas neat and tidy at all times
* Remove Room Service tray and trolley from guestroom and corridors
* Inform valet service to collect guest’s clothes for laundry, dry cleaning or pressing services

**ART ROTANA AMWAJ ISLAND-** **BAHRAIN**

**FRONT DESK AGENT-CROSS TRAINING (15th JAN 2020-14th FEB 2020)**

* **Duties and responsibilities**
* Perform all check-in and check-out tasks
* Manage reservation
* Register guests collecting necessary information (like contact details and exact dates of their stay)
* Welcome guests upon their arrival and assign rooms
* Provide information about our hotel, available rooms, rates and amenities
* Respond to clients’ complaints in a timely and professional manner
* Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests’ needs
* Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests

**GOLF COURSE HOTEL-** **UGANDA**

**FRONT DESK AGENT (JAN2014 – OCT 2018)**

* Greeting and thanking guests in a sincere, friendly manner.
* Checking guests in on arrival and out on departure.
* Posting charges to appropriate guest accounts.
* Anticipating and addressing guests' needs, and resolving their problems and complaints.
* Assisting guests with disabilities.
* Operating switchboard and assisting with inquiries.
* Assisting the reservations manager with taking reservations.
* Collaborating and communicating with other internal departments to ensure guest satisfaction.
* Complying with company procedures and safety policies.
* Performing duties on daily checklist.

**KOLOLO COURTS HOTEL-UGANDA**

**WAITER (November 2012–December 2013)**

**Duties and responsibilities**

* Greet and escort customers to their tables
* Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare tables by setting up linens, silverware and glasses
* Inform customers about the day’s specials
* Offer menu recommendations upon request
* Up-sell additional products when appropriate
* Take accurate food and drinks orders by slips or by memorization
* Check customers’ IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages

**EDUCATION RECORD**

|  |  |  |
| --- | --- | --- |
| **YEAR**  | **INSTITUTION**  | **QUALIFICATION**  |
| **2012-2015** | Makerere University  | Bachelor of Business Administration |
| **2010 -2011**  | Makerere College school  | Uganda Advanced Certificate of Education (UACE)  |
| **2007 – 2010**  | Makerere College school  | Uganda Certificate of Education (UCE)  |

**SKILLS**

* Positive attitude | Motivated | Enthusiastic | Team Player
* Good time management – Willing to add hours to complete assigned work.
* IT literacy especially Microsoft applications, web browser applications and Opera System
* Good interpersonal skills and teamwork skills
* Work is essential to ensure quick efficient service in a very busy environment
* Ability to deal with people in a friendly and confident manner, proven through customer service experience.

**ACHIEVEMENTS**

 **2019-** Rotana Guest Service champion (Q4)

 **2020**-Cross Training Certificate (Front Desk Agent)

**LANGUAGES**

**Proficiency in English (Can fluently speak, write and read)**

**REFFERENCES:**

**Upon request,**