

# NABATANZI BARBARAH

Job intention : CUSTOMER CARE & SERVICE

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Location: Kampala

Hobbies: reading, movies, traveling,  
music



A versatile customer care expert majoring in accomplishment of tasks with a high level of creativity and excellence through provision of unforgettable customer service. Highly innovative, open minded team player, enthusiastic and goal oriented person adept to motivating self and others to exceed mile stones , passionate at improving work, customer happiness and in-store productivity.

## EDUCATION

**2013-2015:** DIPLOMA IN HOTEL AND INSTITUTIONAL CATERING  
(KYAMBOGO UNIVERSITY)

**OCT 13<sup>th</sup> – NOV 13<sup>th</sup>:** CERTIFICATE IN COMPUTER APPLICATIONS  
(MAKERERE UNIVERSITY)

**2007-2008:** UGANDA ADVANCED CERTIFICATE OF EDUCATION  
(PROGRESSIVE CITIZEN HIGH SCHOOL MUKONO)

**2003-2006:** UGANDA CERTIFICATE OF EDUCATION  
(CONSOLATA SENIOR SECONDARY SCHOOL KIREKA)



# EXPERIENCE

**MARCH 2018- JAN 2020**

**FRONT OFFICE SUPERVISOR**

**MARS COUNTRY RESORT MUKONO**

- Ensuring front desk logbook and the hotel log book is always updated and actioned upon.
- Train, direct the work of, resolve issues in a quick efficient manner to maintain a high level of customer satisfaction. Informing customers about the monthly specials and other hotel items such as drinks and other facilities.
- Assisting with inventory, including receiving and stocking merchandise
- Ensuring a good customer relationship in a respectful manner and excellent in service both inter-personally and via answering phone calls
- Up-selling additional products by making menu recommendations and appropriate suggestions for add-ons to a customer's order to maximize sales.
- Supervising the operations of the front desk to ensure an optimal level of service and hospitality
- Following all relevant health department regulations and adhering to food safety procedures.
- Supervise daily shift process ensuring all staff adhere to the operating procedures to reproduce quality operation.

**JUNE 2017-FEB 2019**

**FRONT OFFICE RECEPTIONIST**

**SPORTS VIEW HOTEL KIREKA**

- Welcoming, greeting customers, and responding to their questions to improve engagement with merchandise and providing good customer service.
- Operating cash registers, managing cash transactions, and balancing drawers.
- Working hard and efficiently to achieve the set goals.
- Directing customers to various centers of interest upon the visits.
- Responding to phone calls and professionally handling clients and their inquiries, complaints and compliments
- Maintaining an orderly appearance throughout the front office to give an impressive environment to the clients.
- Introducing promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.



## ACHIEVEMENTS

- Oversaw and scheduled a team of 10 customer service associates.
- Supervised, trained communicated and empowered my team to work with an aim of achieving customer happiness always.
- Balanced all stock both in the system and physical stock daily.
- Handled cash and handed it to the finance team accurately while issuing receipts for every sale and invoices for credit customers.
- Managed to input all sales data in the computer systems and attending to all calls of the day managed.
- Resolved guest issues and completed a special request to ensure the satisfaction of guests.

## EVALUATION

- Customer service and Team playing
- Time management
- Excellent communication and negotiation/coordination skills.
- Multitasking, reliable and flexible

Cash management.

