



HAJARAH NAJJINGO

CONTACT

 Dubai , UAE
 +971 5 523 650 68
 najjingoahajara@gmail.com

PERSONAL DETAILS

Nationality: Ugandan

SKILLS

- Customer relations
- Multi-tasking expert
- Food Safety & Hygiene
- Quality Assurance
- Strong organizational skills and attention to detail.
- Outstanding knowledge of store display, design & set up.
- Team player with strong communication and interpersonal skills.
- Ability to handle supply problems and customer issues.
- Up-selling
- Strong communication
- Allergen awareness
- Safe food handling practices
- Barista training
- Foam art
- Hospitality service expertise
- Grinder calibration
- Coffee grinding
- Latte art
- Beverage preparation

LANGUAGES

English

C1

Advanced

PROFESSIONAL SUMMARY

Effective Barista/Cashier & Waitress with 4+ years of experience in Customer Service, Hospitality, Retail, and handling POS systems. Maintains high-level customer satisfaction by effectively handling customer requests, needs, and problems while ensuring that organizational profitability goals are achieved. Detail-oriented Barista excels in fast-paced coffee shop. Skilled at making specialty coffee and tea drinks, creating attractive product displays and contributing to safe and welcoming cafe environment. Extensive knowledge of coffee brewing procedures and customer service. Approachable, conscientious individual with history of delivering exceptional customer service. Remains calm and collected in busy environments, following orders and communicating with teams.

WORK HISTORY

Barista 04/2023 – Current
Mohammed Hareb Al Otaiba Group (Arabian Horeca) - Dubai, UAE

- Warmly greeted and served customers, promptly processing payments to minimize wait times.
- Built strong relationships with customers, recalling names and regular orders to maintain rapport and loyalty.
- Performed all opening and closing duties fully and accurately to maintain cleanliness of café equipment.
- Cleaned and sanitized coffee and food preparation areas, maintaining impeccable hygiene standards.
- Prepared and served hot and cold beverages promptly, maintaining temperature, quality and presentation.
- Managed peak cafe hours effectively, creating and delivering drinks swiftly to maintain efficient service.
- Produced high-volume coffee orders quickly and accurately, meeting customer demand.
- Followed health and safety standards to protect customers from illness and cross-contamination.
- Packed and served high volume of orders in busy fast food

Barista Cum Cashier 03/2021 – 02/2023
World Padel Academy (Smash Cafe) - Dubai, UAE

- Increased daily sales through quick memorization of menus as well as upselling and cross-selling of daily specials
- Maintained a seamless flow of operations in the restaurant which boosted guest satisfaction
- Anticipated and addressed customer requests, led the effort of achieving and maintaining a customer satisfaction score of 90% or above.
- Used POS register system to total values and complete cheque, card, or mobile payments..
- Helped customers make product and service selections among range of options.

ADDITIONAL INFORMATION

NOTE: PLEASE KINDLY SEND ME AN EMAIL OR WHATSAPP MESSAGE INCASE IM UNABLE TO RECEIVE YOUR CALL BECAUSE I DON'T USE A PHONE DURING WORKING HOURS, THANK YOU FOR YOUR UNDERSTANDING 🙏

EDUCATION

A-Levels: Business

Mbogo high school – Kampala , Uganda

Bachelor of Business Administration:

Business

Makerere University – Kampala , Uganda

CERTIFICATIONS

Barista Certificate

Food Safety Certificate

Business Administration

CUSTOM

Company:-Wold Padel Academy

Position: Coordinator Manager

Name:-Moustafa Mahmoud

Email:-M.Mahmoud@wpa.ae

Contact2 Number:-+97152608525

Company: Mohammed Hareb Al Otaiba Group

Position: Supervisor

Name :- Sapna Wadisingha

Contact Number:- +971525086003

E-Mail:- chapaharshani67@gmail.com

NXT BURGER RESTAURANT – Dubai, UAE

- Upheld fine dining etiquette aimed at delivering the highest level of customer service
- Managed customer billing process through efficient utilization of POS to process customer orders, complete payment transactions, and issue receipt.
- Attended tables regularly to check customer needs were met, promptly processing additional food and drink orders.
- Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability.
- Maintained excellent guest satisfaction by providing attentive, proactive and helpful service.
- Greeted customers, presented menus and shared information about available special items.

RETAIL SALES ASSISTANT

02/2016 – 02/2018

Shoprite Supermarket Limited – Kampala, Uganda

- Accurately used POS system to perform excellent cashiering processes at the counter to receive payments via cash, credit cards, and mobile payments, and ensured that pricing and codes are correct
- Generated leads through upselling and cross-selling of apparel to both new and existing customers hence increasing revenue and customer base.
- Completed purchases with cash, credit and debit payment methods, providing customer receipts for reference.
- Conducted stock checks, faced-up shelves and recorded out-of-stock items to fulfil customer demand.
- Processed returned or exchanged items and provided refunds to customers.
- Built lasting relationships with clients through customer service interactions.