



JOEL KAIZIRE

HEAD WAITER | HOSPITALITY PROFESSIONAL

ABOUT ME

Hardworking and adaptable hospitality professional with 5+ years of experience in upscale restaurants, cafés, and nightclubs. Known for keeping customers happy, selling more items, and helping front and back staff work well together—proven leadership skills, cultural awareness, and Previous experience handling customs documents.

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 Kayzjoel@gmail.com

 Dubai, UAE

Languages

English: Fluent

Luganda: Native

Arabic: Basic

Expertise / Key Skills

- Customer Service & Leadership
 - Fine dining and premium service expertise
 - VIP guest hosting and nightlife management
- POS Systems & Cash Handling
 - Proficient in Lightspeed, Toast, Square, Micros
- Menu Knowledge
 - Specializes in Italian and Georgian cuisine
- Multicultural Teamwork
 - Effective team training and coordination
 - Calmness under pressure
- Upselling & Sales
 - Techniques for boosting sales
- Restaurant Software Proficiency
- Experience with OpenTable, SevenRooms, Resy

Experience

Head Waiter — Osteria Mario/Shvili Georgian Restaurant, Dubai | 2023–present

- Served over 300 customers daily with high satisfaction ratings (4.8/5).
- Trained and mentored 10+ new staff, boosting sales by 15%.
- Managed cash handling, scheduling, and coordinated FOH-BOH operations.

Waiter/Host — Gran Caffè, Dubai Mall | 2022–2023

- Greeted and seated customers, facilitating table turnover.
- Managed POS/cash systems and tables during busy times.
- Promoted menu items, boosting per-table sales.

Waiter, FOH — Soho Garden & Float Club, QE2 Dubai | 2021–2022

- Provided exceptional service in nightlife venues with personalized guest care and a welcoming atmosphere.
- Collaborated with staff for smooth operations.
- Managed time effectively to ensure timely delivery and prioritized tasks.
- Upheld guest satisfaction by promptly addressing needs.
- Demonstrated composure and adaptability while performing under pressure.

Education

Diploma in Computer Science

-Kampala International University, Uganda | 2019

Computer project management KCCA Govt organization

-Internship: Kampala Capital City Authority (KCCA), Uganda

Certificates & Achievements

- Basic Food Safety Training — 2024 Waiter's Certification (Score: 97%)
- Customer Service Award, Shvili Restaurant — 2024
- Achieved 15% sales increase through upselling
- Maintained 4.8/5 customer satisfaction rating with over 300 guests daily.

