

## **ANN NJERI NYAMBURA**

### **Waitress and Hostess**

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#### **CAREER PROFILE SUMMARY**

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A polite, well-spoken and hardworking waitress/ Hostess with experience of working in a busy restaurant environment looking after the needs of patrons. Attentively at all times with a willing and helpful manner that is required to answer phone calls, taking reservations and prepare bills. Always approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team. Keen to find a challenging position within an exciting employer where I will be able to continue to increase my work experience & develop my abilities...

#### **EDUCATION AND PROFESSIONAL BACKGROUND**

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- **Diploma in Hospitality;** Mahanaim College
- **Secondary Education.**

#### **WORKING EXPERIENCE**

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##### **Waitress**

**Landmark; February 6<sup>th</sup> 2022-Date.**

##### **Key Contributions**

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- Providing a warm welcome for customers.
- Receive food & drink orders & serve customer requests to the standards required.
- Serving dishes to customers at tables.
- Learning the names of & building relationships with regular customers.
- Ensure timely delivery of all food & beverage items to customers.
- Understand menu content and keeping up to date with any menu changes.
- Making recommendations from the menu if requested.
- Answer guest queries in a polite and helpful manner.
- Clearing cutlery and dishes away from tables.
- Passing food orders through to the kitchen staff promptly.
- Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery.
- Full product knowledge of all menu items and hotel facilities and services.
- Check on customers asking if they are enjoying their meals and service.
- Ensuring the food service area is left clean and tidy once all the guests have left.
- Relaying, preparing and setting tables for the next guests.
- Looking after guests with special needs i.e. dietary requirements, allergies, mobility etc.

##### **Waitress and Pastry assistant**

**Paul DFC; December 1<sup>st</sup> 2021-Feb 2<sup>nd</sup> 2022**

##### **Key Contributions**

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- 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, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages

### **Waitress and Hostess**

**Nozomi; September 30<sup>th</sup> 2021- November 30<sup>th</sup> 2021**

#### **Key Contributions**

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- Greet customers and hand out menus.
- Take meal and beverage orders from customers and place these orders in the kitchen.
- Make menu recommendations and inform patrons of any specials.
- Deliver meals and beverages to tables when they have been prepared.
- Check that customers are satisfied with their meal.
- Prepare the bill for tables when requested.
- Cash up bills and ensure that the correct amount has been paid.
- Administer change to tables if needed.

### **Waitress**

**Pearl; July 10<sup>th</sup> 2021-September 28<sup>th</sup> 2021**

#### **Key Contributions**

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- Greeting guests, taking orders and serving food and beverages to guests
- Care about customer satisfaction and deliver the optimal client service experience
- Serving guests in a friendly, welcoming and efficient manner while maintaining a clean and safe work environment
- Help answer questions and make suggestions regarding food and beverage choices and related items
- Always report on time and in proper and impeccably clean uniform.

#### **KEY SKILLS AND COMPETENCIES ACQUIRED**

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- **Interpersonal skills:** I know how to effectively deal with people and setting time aside to get to know team members on both a personal and professional level, through social activities or teambuilding training, while still maintaining professional boundaries.
- **Communication and motivation:** I have mastered all forms of communication including written, verbal and listening skills. Can liaise with a variety of people, from entry-level employees to heads of departments and CEOs, in a number of different ways - via email and social media, over the phone and in presentations, meetings and one-to-ones.

- **Organization and delegation:** Can juggle multiple responsibilities and manage your own workload, attend meetings and training sessions, carry out appraisals and review company policies.
- **Forward planning and strategic thinking:** Involved in setting priorities in line with company goals, reviewing systems and policies, and attending training
- **Problem solving and decision-making:** Able to quickly weigh up the pros and cons of a situation and make an informed decision.
- **Commercial awareness:** I have an understanding of the marketplace in which a business operates and what it is that makes a business successful is essential.
- **Relationship Management:** Highly skilled in building relevant and workable relations with colleagues, supervisors and other key stakeholders.
- **Conflict management and problem solving:** Experienced in acting as an impartial mediator in disciplinary procedures and ensure it is administered in a fair manner and meets all legal and labour regulations and requirements.
- **ICT competency:** Very proficient in using MS Office.

## REFEREES

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- Available on request