

JULIET NYAWIRA KABETHI

Date of Birth: 26/02/2002

Nationality: Kenyan

Phone Number: +254 792 630 966

Email Address: kabethijuliet594@gmail.com

● ABOUT ME

I am a dependable, adaptable, and goal-oriented professional with hands-on experience in customer service, hospitality, and financial record keeping. Known for my strong communication skills and attention to detail, I consistently take initiative and deliver quality work with minimal supervision. I thrive in fast-paced environments, where I can bring a positive attitude, strong problem-solving abilities, and a team-first mindset. My ability to learn quickly, stay organized under pressure, and maintain a high standard of professionalism enables me to add value in any role. I am seeking a position within a dynamic organization where I can contribute meaningfully while continuing to grow both personally and professionally.

● WORK EXPERIENCE

09/2023 – Current Maai Mahiu, Kenya

BARISTA UBUNTU LIFE ENTERPRISE

- Prepared and served a variety of coffee and beverage orders while maintaining high standards of customer service in a busy café setting.
- Supported kitchen staff with food preparation and general assistance during peak hours to ensure timely service and smooth operations.
- Handled point-of-sale (POS) transactions, processed payments, issued receipts, and maintained accurate cash handling procedures.
- Verified payment requests, wrote cheques, and managed documentation related to routine financial operations.
- Monitored and managed inventory, processed requisitions, and coordinated restocking to maintain adequate supplies for daily operations.
- Recorded daily production and sales activities to support internal reporting and planning.
- Facilitated customer orders and collaborated with the logistics team to ensure timely and accurate delivery to clients and consignees.
- Maintained organized filing systems for financial and operational documents, ensuring easy access and compliance with internal processes.
- Contributed positively to the team environment, demonstrating flexibility, reliability, and a proactive approach to daily responsibilities.

12/2022 – 04/2023 Nakuru, Kenya

SERVICE PERSONNEL SHEMEJI RESTAURANT

- Welcomed and attended to customers in a courteous and professional manner, ensuring a positive dining experience.
- Took customer orders accurately and communicated them efficiently to the kitchen staff.
- Served food and beverages promptly, adhering to quality and hygiene standards.
- Maintained cleanliness and organization of the dining area and service stations throughout shifts.
- Assisted in kitchen prep work during busy hours, including basic food preparation and plating support.
- Handled cash and mobile transactions, issued receipts, and balanced the till at the end of each shift.
- Responded to customer inquiries and resolved complaints promptly to maintain customer satisfaction.
- Collaborated with team members to ensure smooth service flow during high-traffic periods.
- Monitored stock levels for condiments, utensils, and cleaning supplies, and reported restocking needs.
- Ensured compliance with food safety and sanitation guidelines at all times.

● EDUCATION AND TRAINING

07/2023 – 08/2023 Nakuru, Kenya

PROFESSIONAL BARISTA COURSE Nakuru Barista School

02/2017 – 11/2021 Nyeri, Kenya

KENYA CERTIFICATE OF SECONDARY EDUCATION (KCSE) Chinga Girls

● **CORE QUALIFICATIONS AND SKILLS**

- Proven ability to multitask, prioritize, and remain composed in fast-paced, high-pressure environments
- Reliable, punctual, and professional with a strong work ethic and attention to detail
- Skilled in preparing and presenting products with consistency, care, and adherence to quality standards
- Comfortable using a variety of workplace technologies, including POS systems, scheduling tools, and Microsoft Office
- Excellent verbal and written communication skills, adaptable to different audiences and situations
- Team-oriented with the ability to collaborate effectively, while also confident working independently
- Quick to learn new processes and tools, with a flexible and adaptable approach to changing environments
- Strong customer service and interpersonal skills developed through front-line experience in hospitality and service roles.

● **REFEREES**

Provided upon request