

# Dickson Irimu Gicheru

## OBJECTIVE

"Dedicated and vigilant Security Guard with a proven track record of ensuring the safety and security of premises, assets, and individuals. Seeking an opportunity to utilize my keen observation skills, strong communication abilities, and quick response to security incidents to protect and safeguard the environment effectively."

## EXPERIENCE

- Waiter**2015 - 2020
- Spring carter's
1. Greeting and Seating Guests: Welcoming customers, escorting them to their tables, and providing menus in a friendly and professional manner.

2. Taking Orders: Memorizing menu items or using order pads to accurately record guests' food and beverage preferences.

3. Serving Food and Beverages: Delivering orders promptly, ensuring correct presentation, and refilling drinks as needed to enhance the dining experience.

4. Providing Menu Recommendations: Suggesting specials, upselling additional items, and offering guidance on food and beverage pairings based on guest preferences.

5. Maintaining Table Hygiene: Setting tables with clean linens and tableware, ensuring a tidy dining area, and promptly clearing empty dishes between courses.

6. Handling Payments: Presenting bills, processing payments accurately, and returning change promptly while providing excellent customer service.

7. Addressing Customer Inquiries: Responding to guest questions about menu items, ingredients, preparation methods, or any special dietary requirements.

8. Anticipating Guest Needs: Monitoring table dynamics, refilling drinks, preemptively offering condiments, and addressing any

## CONTACT

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## SKILLS

concerns or requests promptly.

9. Collaborating with Kitchen Staff: Communicating orders, dietary restrictions, and special requests to the kitchen team, ensuring order accuracy and timely delivery.

**Assistant cook**

2011 - 2015

Agoro hotel services

- 1. Food Preparation: Assisting the head chef or cooks in preparing ingredients, following recipes, and handling basic cooking tasks such as chopping, peeling, and marinating.
- 2. Cooking Support: Supporting the kitchen team by cooking, grilling, baking, frying, or steaming food items under supervision to ensure quality and consistency.
- 3. Station Organization: Maintaining cleanliness and organization in kitchen stations, including refrigeration, storage, and cooking areas, to facilitate efficient workflow.
- 4. Ingredient Handling: Properly storing, labeling, and rotating food items to prevent spoilage, maintain freshness, and comply with food safety regulations.
- 5. Equipment Maintenance: Cleaning and maintaining kitchen equipment, utensils, and appliances to ensure they are in good working condition for food preparation.
- 6. Portion Control: Assisting in portioning food items, plating dishes, and garnishing plates as per the chef's instructions to present appealing and consistent meals.
- 7. Follow Food Safety Guidelines: Adhering to sanitation standards, handling food hygienically, and following safety protocols to prevent contamination and ensure a clean kitchen environment.
- 8. Communication: Collaborating with the culinary team, chefs, and other kitchen staff to coordinate food preparation, prioritize tasks, and ensure smooth kitchen operations.
- 9. Inventory Management: Monitoring food supplies and ingredients, notifying the chef of low stock items, and assisting in conducting inventory checks to support kitchen efficiency.
- 10. Assist in Menu Development: Contributing ideas, feedback, and suggestions for menu planning, recipe improvement, and creating new dishes under the guidance of the head chef.

- 1. Communication Skills: Clearly conveying information, active listening, and effective verbal and written communication.
- 2. Organizational Skills: Prioritizing tasks, managing time efficiently, and maintaining a structured approach to work.
- 3. Teamwork: Collaborating with others, supporting team objectives, and fostering a positive team environment.
- 4. Problem-Solving: Analyzing issues, identifying solutions, and making sound decisions to address challenges effectively.
- 5. Customer Service: Building rapport with customers, addressing their needs, and providing exceptional service to enhance customer satisfaction.
- 6. Attention to Detail: Focusing on accuracy, maintaining precision in tasks, and ensuring high-quality outcomes.
- 7. Adaptability: Flexibility in adjusting to new situations, embracing change, and thriving in diverse work environments.
- 8. Technical Skills: Proficiency in specific software, tools, or equipment relevant to the job role.
- 9. Leadership: Guiding, motivating, and influencing others to achieve common goals and lead by example.
- 10. Critical Thinking: Evaluating information, assessing scenarios, and formulating logical solutions to complex problems.
- 11. Interpersonal Skills: Building relationships, empathizing with others, and fostering a positive workplace culture.
- 12. Resilience: Handling stress, overcoming setbacks, and maintaining a positive attitude in challenging situations.



**Shop assistant**

2009 - 2010

Nakumatt holdings

1. Customer Service: Greeting and assisting customers, providing product information, answering inquiries, and offering prompt and friendly service.
2. Store Maintenance: Ensuring the shop is clean, organized, and well-maintained, including restocking shelves, arranging displays, and monitoring inventory levels.
3. Cash Handling: Operating cash registers, processing payments, providing accurate change, and issuing receipts while following cash handling procedures.
4. Product Knowledge: Familiarizing yourself with the store's products and services to help customers make informed purchasing decisions and recommend suitable items.
5. Merchandising: Assisting with product merchandising, including setting up promotional displays, arranging window showcases, and highlighting new arrivals or sales items.
6. Stock Management: Receiving deliveries, unpacking merchandise, checking for damaged goods, labeling products, and updating stock records in the inventory system.
7. Sales Support: Upselling or cross-selling products, promoting special offers, and encouraging customer loyalty through engagement and personalized recommendations.
8. Order Processing: Assisting customers with placing orders, handling online purchases, processing returns or exchanges, and coordinating with the fulfillment team when necessary.
9. Problem Resolution: Addressing customer complaints, resolving issues effectively, escalating complex concerns to the supervisor, and ensuring customer satisfaction.
10. Compliance: Adhering to store policies, procedures, and regulations, including security protocols, safety guidelines, and privacy standards to maintain a secure and professional retail environment.

**Security guard**

2021 - 2024

Hayati restaurant

1. Surveillance and Monitoring: Maintaining a vigilant presence to observe and report any suspicious activities, security breaches, or safety hazards on the premises.

- 2. Access Control: Controlling entry and exit points, checking identification, and verifying credentials to ensure only authorized individuals gain access to the facility.
- 3. Patrolling: Conducting regular patrols of designated areas to deter crime, monitor for potential threats, and respond promptly to security incidents.
- 4. Emergency Response: Acting swiftly in response to alarms, disturbances, or emergency situations, following established protocols to ensure the safety and security of individuals and property.
- 5. Report Writing: Documenting incidents, observations, and security activities in detailed logs or reports for record-keeping, legal purposes, and future reference.
- 6. Crowd Control: Managing large gatherings, events, or congested areas to maintain order, prevent conflicts, and ensure the safety of attendees.
- 7. Security Systems Operation: Monitoring and operating security equipment such as CCTV cameras, alarms, and access control systems to detect and deter unauthorized activities.
- 8. Customer Service: Providing assistance, information, and directions to visitors, employees, or customers, representing a professional and approachable presence within the facility.
- 9. Collaborating with Law Enforcement: Coordinating with local authorities, emergency services, or security response teams during escalated situations or when additional support is required.
- 10. Compliance and Safety Measures: Enforcing security policies, procedures, and guidelines to uphold regulatory compliance, safeguard assets, and mitigate risks within the premises.

EDUCATION		
Certificate of primary education		2004
Ngong forest primary school		
Certificate of secondary education		2008
Motoini high school		
Certificate of computer science		2009
Aloemetric computer collage		
REFERENCE		

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**- Hayati ocakbasi**

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