

# Ngugi Joyce Njoki

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## Objective

To utilize strong communication and organizational skills to enhance customer satisfaction, streamline operations, and improve service efficiency in any industry.

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## Professional Summary

A passionate and skilled catering and accommodation professional with hands-on experience in food service, hospitality, and customer satisfaction. Dedicated to delivering exceptional experiences through effective communication, teamwork, and attention to detail. Eager to contribute to a dynamic environment and grow within the industry.

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## Professional Experience

### White Rhino Hotel

*Hospitality Intern*

*January 2024 – March 2024*

- Helped develop and executed catering strategies to meet customer needs
- Aid in development and maintenance of client and customer rapport.
- Performing food preparation duties such as preparing: salads, appetizers, desserts and beverages.
- Preparation of tables for meals
- Collection of customer reviews on the food and amenities and the establishment.
- Participated in outside catering events organized by the establishment.
- Conducted room service duties such as food delivery and tiding of the rooms.

### Eland Safari Hotel

*Catering and Accommodation Intern*

*January 2023 – March 2023*

- Maintained strong client relationships and ensured seamless service delivery.
- Performed food preparation tasks, including salads, appetizers, desserts, and beverages.
- Set up dining areas and ensured proper table arrangements.
- Conducted customer surveys.
- Participated in external catering events.

### Volunteer – PCEA Imani Church

*June 2021 – Present*

- Assisted in organizing and participating in community outreach programs.
- Supported programs catering to the elderly.

## Education

 *Diploma in Catering and Accommodation Management – Nyeri Technical Training Institute (2022 – 2024)*

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## References

- **Kabari Ndegwa**
  - Head Supervisor – Eland Safari
  - Phone Number: 0721874022
- **Gerald Kiragu**
  - Operations Manager – White Rhino
  - Phone Number: 0722818750