
MOLLY ANYANGO OTHIGO

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BUSINESS MANAGEMENT | CUSTOMER SERVICE | FOOD AND BEVERAGE

PROFESSIONAL SUMMARY

Dedicated and results-driven professional with a strong background in business management, specializing in customer service excellence and food and beverage operations. Proven track record of successfully leading teams to deliver exceptional customer experiences, optimize operational efficiency, and drive revenue growth. Possesses a comprehensive understanding of business processes, strategic planning, and a keen insight into the nuances of the food and beverage industry. Adept at implementing innovative solutions to enhance customer satisfaction, streamline operations, and achieve business objectives. Exceptional communication and interpersonal skills facilitate effective collaboration with cross-functional teams. Committed to maintaining the highest standards of service quality while leveraging industry trends and insights to stay ahead in a dynamic business environment

SKILLS AND COMPETENCE

- Ability to lead and motivate a team of wait staff. Delegate tasks effectively
- Clear and effective communication with both staff and management.
- Ability to handle customer complaints and professionally resolve issues.
- Train new staff on restaurant policies, procedures, and service standards.
- Quick thinking to address unexpected challenges or issues during service.
- Keeping track of inventory, supplies, and staff schedules.
- Ability to ensure the restaurant is well-organized and clean.
- Ability to adapt to changing circumstances and handle unexpected situations.
- Flexibility in managing staff schedules and responding to fluctuations in customer flow.
- Ability to Resolve conflicts among staff members or between staff and customers.
- In-depth knowledge of the menu and specials to guide staff and assist customers.
- Ability to collaborate with kitchen staff, other supervisors, and management for smooth overall restaurant operations
- Basic understanding of financial aspects, such as handling cash, processing payments, and managing petty cash
- Ensure that all aspects of service meet high standards, from table settings to food presentation.
- Stay calm and composed during high-stress situations, such as equipment malfunctions or unexpected rushes.

WORK EXPERIENCE

SHIFT LEADER-JAVA HOUSE AFRICA

2021 TO DATE

DUTIES AND RESPONSIBILITIES

- Overseeing the wait staff team's performance, ensuring smooth coordination, and addressing any issues that may arise during service.
- Ensuring that the team delivers exceptional customer service, addresses customer concerns, and maintains a positive dining experience.
- Training new staff members and providing ongoing coaching to ensure consistent service standards and professional growth.
- Managing table assignments and optimizing workflow to ensure efficient service and customer satisfaction.
- Assisting in resolving any challenges or conflicts that may arise during service, maintaining a positive atmosphere for both customers and staff.

- Working closely with management to implement operational improvements, address staffing needs, and enhance the dining experience.
- Monitoring service quality, ensuring adherence to standards, and implementing corrective measures as needed.
- Conducting performance evaluations for team members and providing constructive feedback for improvement.
- Encouraging and supporting the team in upselling food and beverage items to enhance sales and profitability.
- Facilitating effective communication within the team, promoting a positive work environment, and fostering teamwork and collaboration.

WAITRESS ART CAFFE COFFEE & BAKERY

2015 -2021

DUTIES AND RESPONSIBILITIES

- I served customers at the restaurant, taking their orders and ensuring they had a pleasant dining experience.
- During my time as a waitress, I greeted patrons, escorted them to their tables, and presented menus.
- I took pride in maintaining a clean and organized workspace, including setting up tables and arranging utensils.
- Oversaw the wait staff team's performance, ensured smooth coordination, and addressed any issues during service.
- Ensured that the team delivered exceptional customer service, addressed customer concerns, and maintained a positive dining experience.
- Trained new staff members and provided ongoing coaching to ensure consistent service standards and professional growth.
- Managed table assignments and optimized workflow to ensure efficient service and customer satisfaction.
- Assisted in resolving any challenges or conflicts that arose during service, maintaining a positive atmosphere for both customers and staff.
- Worked closely with management to implement operational improvements, address staffing needs, and enhance the dining experience.
- Monitored service quality, ensured adherence to standards, and implemented corrective measures as needed.
- Conducted performance evaluations for team members and provided constructive feedback for improvement.
- Encouraged and supported the team in upselling food and beverage items to enhance sales and profitability.
- Facilitated effective communication within the team, promoted a positive work environment, and fostered teamwork and collaboration.

WAITRESS-HIGHLANDS HOTEL

2013 -2015

DUTIES AND RESPONSIBILITIES

- I served customers at the restaurant, taking their orders and ensuring they had a pleasant dining experience.
- During my time as a waitress, I greeted patrons, escorted them to their tables, and presented menus.
- I took pride in maintaining a clean and organized workspace, including setting up tables and arranging utensils.
- As a waitress, I accurately recorded and processed customer orders, making sure each dish met the specified requirements.
- I handled customer inquiries, resolved issues, and communicated effectively with the kitchen staff to ensure prompt service.
- Throughout my tenure as a waitress, I multitasked efficiently, managing multiple tables and delivering orders promptly.
- I processed payments, provided change, and ensured each customer was satisfied with their dining experience.
- My responsibilities included restocking supplies, such as napkins and condiments, to maintain a well-equipped service area.
- I collaborated with fellow wait staff and kitchen personnel to coordinate seamless service during busy periods.
- In my previous role, I adhered to hygiene and safety protocols, contributing to a clean and safe dining environment.

EDUCATION QUALIFICATIONS

Certificate in Business Management,- Kenya Polytechnics University College

2013

Kenya Certificate of Secondary Education- Moi Secondary School

2008

REFEREES

- To be provided on request