

# OCHIENG DENNIS OTIENO

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 Home: Nairobi, 00100, (Kenya)

## WORK EXPERIENCE

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### **Eka Hotel** – Nairobi, Kenya

City: Nairobi | Country: Kenya

#### **Kitchen assistant**

[ 05/2024 – Current ]

Here I work to;

- Maintain cleanliness and organization of dining areas and kitchen.
- Ensure all dishes, utensils, and glassware are adequately cleaned and sanitized.
- Assist with food preparation and basic kitchen tasks as needed.
- Collect and dispose of waste by sanitation guidelines.
- Stock supplies in kitchen and dining areas to ensure smooth operations.
- Monitor inventory levels of cleaning supplies and kitchen equipment.
- Set up and break down dining tables, ensuring proper placement and cleanliness.
- Ensure proper handling and storage of kitchen equipment and utensils.
- Support kitchen staff by delivering supplies and ingredients to workstations.
- Clean and sanitize kitchen appliances, surfaces, and equipment.
- Assist with the preparation of food and beverages when required.
- Maintain and organize storage areas for dry goods and supplies.
- Follow all safety and health regulations, ensuring a safe working environment.

### **Panari Hotel** – Nairobi, Kenya

City: Nairobi | Country: Kenya

#### **Kitchen Assistant**

[ 12/2023 – 04/2024 ]

- Assisted in preparing ingredients, including washing, peeling, chopping, and portioning food items.
- Followed recipes and portion guidelines to support chefs in meal preparation.
- Maintained cleanliness in the kitchen by washing dishes, utensils, and cooking equipment.
- Sanitized work surfaces, equipment, and storage areas to adhere to health and safety regulations.
- Monitored stock levels and informed supervisors of low supplies.
- Unpacked, labeled, and organized deliveries in storage areas.
- Disposed of food waste and kitchen trash following waste management protocols.
- Ensured recycling was correctly sorted and disposed of as per guidelines.
- Collaborated with kitchen staff to ensure smooth and efficient operation during service.
- Adapted to dynamic kitchen needs by taking on additional tasks as required.
- Followed food hygiene and safety procedures, including wearing appropriate protective gear.
- Reported any kitchen hazards or equipment malfunctions to the supervisor.
- Assisted in plating and presenting dishes during busy service periods.
- Responded promptly to requests from chefs and service staff.

### **PrideInn Azure Hotel** – Nairobi, Kenya

City: Nairobi | Country: Kenya

#### **Hospitality and Tourism Intern**

[ 09/2023 – 11/2023 ]

- Assisted in the daily operations of the front desk, including check-ins, check-outs, and guest inquiries.
- Supported the reservations team by managing booking systems and updating guest information.
- Delivered excellent customer service by addressing and resolving guest complaints promptly.
- Collaborated with housekeeping staff to ensure rooms were prepared to meet hotel standards.
- Participated in inventory management for supplies and amenities, ensuring adequate stock levels.

- Shadowed senior staff during meetings to gain insight into hotel management practices.
- Prepared and distributed daily reports on guest satisfaction and occupancy rates.
- Provided concierge services, including booking tours, transportation, and restaurant reservations.
- Supported the events team in planning and executing meetings, banquets, and conferences.
- Conducted inspections of hotel facilities to maintain cleanliness and safety standards.
- Responded to phone and email inquiries, providing information about hotel services and promotions.
- Assisted the marketing team by creating and sharing content for social media and email campaigns.
- Participated in training sessions to enhance knowledge of hospitality trends and guest services.

## EDUCATION AND TRAINING

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### DIPLOMA IN TRAVEL, TOURISM & HOSPITALITY MANAGEMENT

*Eldoret Aviation Training Institute* [ 12/2022 – 08/2023 ]

Country: Kenya

### Kenya Certificate of Secondary Education (KCSE)

*LALA SECONDARY SCHOOL* [ 2019 – 2022 ]

Country: Kenya

## LANGUAGE SKILLS

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**Mother tongue(s):** Kiswahili

**Other language(s):** English

## COMMUNICATION AND INTERPERSONAL SKILLS

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### Skills

- Clear Communication
- Active Listening
- Empathy and Patience
- Team Collaboration
- Conflict Resolution
- Cultural Sensitivity
- Professional Etiquette
- Attention to Detail
- Adaptability
- Time Management in Communication