



DARLEEN K. MOEGI

Hospitality Specialist

PROFILE

Passionate hospitality professional with extensive experience in high-volume restaurant operations. Skilled in customer service, team leadership, and operational efficiency, with a proven ability to deliver accurate orders and exceptional service. Dedicated to creating memorable dining experiences and fostering customer satisfaction in fast-paced environments.

PROFESSIONAL EXPERIENCE

WAITRESS

DIPLOZZ RESORT

Spread head daily customer services operations across multiple dining sections

Orchestrate seamless order processing and coordinate with kitchen teams for timely delivery.

Train and mentor new staff members through comprehensive onboarding programs

Administer point of sale (POS) system operations and payment processing.

Cultivate strong customer relationships by providing personalized services.

Maintain rigorous food safety and hygiene standards throughout service periods.

Coordinate table reservations and seating arrangement during peak hours

Implement inventory management procedures for dining supplies and equipment.

Supervise opening and closing procedures to ensure operational compliance.

Demonstrate in-depth menu knowledge to provide detailed guest recommendations.

Collaborate with management on service improvements and customer feedback initiatives.

TECHNICAL SKILLS

Point-of-Sale (POS) System Operations

Cash Handling & Payment Processing

Order Management Systems

Food Safety & Hygiene Compliance

Table Reservation & Seating

Coordination

Menu Presentation & Upselling

Techniques

Customer Relationship Management

Restaurant Opening & Closing
procedures

Health & safety regulations compliance

Dining room setup & table arrangement

Time management in high volume
service

LANGUAGES

English

Kiswahili

COMPETENCIES

- Customer Service Excellence
- Team Leadership & Staff Training
- Communication & Interpersonal Skills
- Multitasking in Fast-Paced Environments
- Problem-Solving & Critical Thinking
- Adaptability & Flexibility
- Attention to Detail & Accuracy
- Collaboration & Teamwork
- Professionalism & Work Ethic
- Stress & Pressure Management
- Conflict Resolution & Negotiation
- Cultural Sensitivity & Diversity Awareness
- Initiative & Proactive Service Delivery
- Reliability & Dependability

WAITRESS

Villa Rosa Kempiski

DUTIES & RESPONSIBILITIES

- Took and relayed accurate food and beverage orders to kitchen and bar staff.
- Served meals and drinks promptly, ensuring accuracy and presentation standards.
- Recommended menu items and upsold specials to enhance customer satisfaction.
- Processed cash, card, and mobile payments accurately and efficiently.
- Ensured dining area, tables, and service stations were clean and well-organized.
- Assisted in setting up and clearing tables before and after service.
- Monitored guest satisfaction, resolving complaints quickly and professionally.
- Followed hygiene, safety, and food handling standards at all times.
- Supported colleagues during peak hours to maintain smooth operations.

EDUCATION

Kenya certificate of secondary Education (KSCE)

Sossiot Girls High School 2018

Kenya Utalii collage2019-2022

KEY ACHIEVEMENTS

Delivered consistently exceptional guest experiences, resulting in stronger customer loyalty and repeat clientele.

Elevated service quality by mentoring and guiding new staff to align with operational and hospitality standards.

Strengthened collaboration between front-of-house and kitchen teams, improving service flow and guest satisfaction.

Upheled food safety and hygiene standards, contributing to a safe and compliant dining environment.

Supported operational efficiency by streamlining management, reservations, and service coordination.

Enhanced customer engagement by anticipating guest needs and providing tailored service recommendations.

Contribute to revenue growth through effective menu promotion and upselling strategies.

Partnered with management to identify and complement service improvements based on guest feedback.

REFERENCES

References available upon request