



## SYLVIA WAIRIMU MUNGAI

### Food and Beverage Waitress

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 Nairobi, Kenya

#### PROFESSIONAL PROFILE

Customer-focused and reliable waitress with experience delivering high-quality food and beverage service. Skilled in guest relations, taking accurate food and beverage orders, teamwork and maintaining excellent hygiene standards. Adaptable team player with strong communication skills and the ability to work in fast-paced environments.

#### KEY SKILLS

- Food & beverage service
- Guest service excellence
- Order taking & POS System
- Table setup & service
- Hygiene & safety standards
- Time management
- Ability to multitask
- Teamwork & communication
- Ability to work under pressure

#### WORK EXPERIENCE

**Food and Beverage Supervisor** **April 2025-December 2025**

**Pots Delights and Dante Mixologist Kenya Limited.**

- Managed daily food & beverage operations
- Focused on staff supervision (hiring, training, scheduling)
- Ensured excellent customer service (handling complaints, guest satisfaction)
- Controlled inventory and costs
- Maintained quality, and upholding health & safety standards
- Ensured smooth service and an exceptional guest experience.
- Assisted with Lunch and dinner buffets, banquet and events

**Food and Beverage Waitress** **June 2024- January 2025**

**Limuru Country Club**

- Greeted and escort customers to their tables
- Presented menu and provided detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepared tables by setting up linens, silverware and glasses
- Informed customers about the day's specials
- Offered menu recommendations upon request
- Up-sold additional products when appropriate
- Took accurate food and drinks orders, using a POS ordering software, slips or by memorization
- Checked customers' IDs to ensure they met minimum age requirements for consumption of alcoholic beverages
- Communicated order details to the Kitchen Staff
- Served food and drink orders
- Checked dishes and kitchenware for cleanliness and reported any problems

- Arranged table settings and maintained a tidy dining area
- Carried dirty plates, glasses and silverware to the kitchen for cleaning
- Met with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)

**Voluntary services** **January 2022- June 2024**

**Limuru Children's Home**

- Assisted in handling children's cases in the children's office
- Carried out home visits and compiled home visit reports
- Attended to CT-OVC matters and filled up date forms
- Conducted interviews at Limuru law courts and compiled reports to be presented to the children court
- Managed Children Protection Information Management System for Limuru

**Food and Beverage Waitress** **January 2020- December 2022**

**Cyndir Bar & Restaurant**

- Greeted and escorted customers to their tables
- Presented menu and provided detailed information when asked about portioning, ingredients or potential food allergies
- Prepared tables by setting up linens, silverware and glasses
- Informed customers about the day's specials  
Up-sold additional products when appropriate
- Took accurate food and drinks orders, using a POS ordering software, slips or by memorization
- Checked customers' IDs to ensure they met minimum age requirements for consumption of alcoholic beverages
- Checked dishes and kitchenware for cleanliness and report any problems
- Met with restaurant staff to review daily specials, changes on the menu and service specifications for reservations e.g. parties

**Room Attendant supervisor** **November 2017- 10<sup>TH</sup> November 2019**

**St. Regis Dubai, Polo Resort & Club**

- Attended to special quest requests in a courteous and prompt way
- led and supervised the day-to-day operation of the department
- Actively participated in daily briefing, daily warm up and department meetings
- Carried out tasks in my section putting consideration to daily priorities
- Followed department policies and procedures
- Refilled chemicals and room amenities for staff
- Ensured staff uniform and guest clothing's were received on time
- Took records of all lost and found items and located owners
- Carried out special jobs, projects, tasks to the needs of the hotel

**Room service- Housekeeping Attendant** **October 2015- November 2017**

**Transguard Group LLC- Dubai**

- Ensured high standards of cleanliness in all areas for which were responsible
- Linen stripping and bed making
- Reported and delivered any lost and found property to the supervisor
- Kept all equipment clean, tidy and well maintained
- Had a complete understanding of the different cleaning products and tools under use
- Refilled all chemical dispensers
- Refilled and arranged the store for easier accessibility

- Informed the supervisor about all breakage and damages
- Transported trash to waste disposal equipment
- Performed cleaning services according to company standards
- Followed company rules and regulations
- Actively participated and led team in carrying out departmental activities

## EDUCATION BACKGROUND

STCW safety training

Emergency First Aid

Basic Fire safety training

Principles of Health and Safety

Security Industry Regulatory Agency [SIRA]

Diploma in Film Technology

Kenya Certificate of secondary Education [KCPE]

Kenya certificate of Primary Education [KCSE]

## REFERENCES

- Mercy- Food and Beverage Manager  
Pots Delight- 0721 767 304
- Stephen Mugo Kamau- Food and Beverage Manager  
Limuru Country Club- 0720 104 995
- Eliud Kamau- Restaurant Manager  
Cyndir Bar and Restaurant- 0722 740 811
- Anita Williams- Housekeeping Manager  
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