

CURRICULUM VITAE

PERSONAL DETAILS



Name	:	Joyce Nduta Chege
Date of birth	:	10 Oct 1990
Gender	:	Female
Nationality	:	Kenyan
Marital status	:	Single
Religion	:	Christian
Height	:	5.4 Fts
Weight	:	62 Kgs
Passport No	:	BK274548
Language	:	English & Kiswahili
Phone Number	:	0723328134



CAREER OBJECTIVE

To secure a challenging position that allows me to further advance my skills and fully utilize my potential to the fullest by making important contribution to the organization. In the long run, I wish to reach a point to where I will offer personal contribution in setting of departments in various organizations, customer care and relation is my first priority in any organization.

CAREER MISSION

To develop a solid career leading to a senior position in the future that calls for further dedication, creativity, accurate decision making and problem solving. I will aim to achieve my goals for a long term success within a career progressive path.

PERSONAL PROFILE

- Punctual, focused and dedicated person
- Keen in all assignments
- Fast learner and reliable
- Excellent planning and organization skills
- Strong communication and interaction skills
- Smart, hardworking, self-motivated and teamwork player

EDUCATION BACKGROUND

2006 – 2009 Nakuru Blanket Secondary School

Kenya Certificate of Secondary Education

1997 - 2005 Nakuru Primary School

Kenya Certificate of Primary Education

WORKING EXPERIENCE

2022- June 2024

ROYAL SPRING HOTEL- HOUSE KEEPING DUTIES RESPONSIBILITIES

- Ensure excellence in housekeeping sanitation, safety and comfort for student
- Stock and sort supplies to school
- Vacuum, clean, dust teachers office and class room
- Ensure security of teachers rooms and class rooms
- Perform rotation cleaning duties as required

MAR 2018 – MAY 2021

TURTLE BAY HOTEL

POSITION: SERVICE CREW DUTIES & RESPONSIBILITIES

Skills

- **Communication:** I am able to communicate effectively with customers, team members, and managers
- **Food safety:** I have experience with food safety and sanitation guidelines
- **Customer service:** I have a positive attitude and being able to provide friendly service
- **Teamwork:** I am able to work well with others
- **Attention to detail:** I am able to maintain a clean and organized work area
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Experience

- Preparing food items like sandwiches, salads, and drinks
- Processing payments from customers
- Restocking supplies and ingredients
- Following company policies and procedures
- Answering questions about menu items
- Making recommendations and serving food and beverages
- Preparing bills
- Responding to customer complaints and questions

Duties

Customer interaction:

- Greeting customers warmly and promptly
- Taking accurate orders and addressing customer inquiries
- Providing attentive service throughout the dining experience
- Handling customer complaints professionally
- **Food and beverage service:**
 - Serving food and drinks according to proper presentation standards

- Ensuring food quality and temperature
- Upselling menu items when appropriate
- **Operational tasks:**
 - Operating POS systems to process payments
 - Maintaining cleanliness of tables, dining areas, and workstations
 - Restocking supplies and ingredients as needed
 - Following sanitation and hygiene guidelines
- **Knowledge and compliance:**
 - Thorough understanding of the menu and ingredients
 - Adhering to company policies and procedures
 - Following safety regulations

2019 - 2021

BLUESPRINGS HOTEL - KITCHEN HELPER RESPONSIBILITIES

Cleaning

- ✧ Clean and sanitize kitchen equipment, utensils, and work surfaces
- ✧ Sweep and mop floors
- ✧ Dispose of trash and kitchen waste
- ✧ Keep kitchen walls and work surfaces clean

Food preparation

- ✧ Assist with food preparation, such as chopping vegetables, preparing sauces, and assembling dishes
- ✧ Wash produce and other food prep tasks

Food safety

- ✧ Follow food safety and sanitation guidelines
- ✧ Prevent cross-contamination and food-borne illnesses
- ✧ Check sell-by dates and rotate stock

Receiving and unpacking deliveries

- ✧ Receive, lift, handle, and store food deliveries
- ✧ Retrieve food items as requested by chefs

PERSONAL ATTRIBUTES

- Self-motivated and able to work with or no supervision.
- Ability to work in team
- Flexible and ever ready to adjust to new for any positive change.
- Result oriented
- Hard working

HOBBIES

- Travelling
- Socializing
- Watching Football

REFEREES

To be provided upon request.

