



NICKSON KIPKOSKEY

WAITER

EXPERIENCE

About Me

Dedicated and customer focused waiter with a passion for delivering exceptional dining experiences, Possessing a proven track record of providing attentive and personalized service in high paced restaurant environment.

Adept at managing diverse customer needs and preferences, ensuring satisfaction through prompt and courteous service



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Nakuru, Kenya

LANGUAGE

- English & Swahili

EXPERTISE

- Fine dining etiquette
- Customer Service
- Adaptability and multi-tasking
- Time Management
- Attention to detail
- Calm under pressure

REFEREES

- Available upon Enquiry

Serena Hotel Bomet County

2021

- Effectively communicated order details to the kitchen staff ensuring accurate preparation of dishes
- Served food and drinks orders promptly maintaining a high level of attentiveness to customer needs
- Checked dishes and kitchenware for cleaning and presentation, promptly reporting any issues
- Arrange table setting and consistently maintained a tidy dining area throughout service hour
- Consistently provided excellent customer service going above and beyond to meet guest expectation
- Deliver Cheques and collect bill payments efficiently, providing a seamless conclusion to the dining experience
- Delivered food and beverages to tables accurately and promptly, coordinating with kitchen staff

Famous Gate Lounge

2022 - 2023

- Greeted and escorted guests to their tables, creating a welcoming and positive first impression
- Present Menus and provided detailed information about portions, ingredients and potential food allergies upon customer enquiry
- Prepared tables by setting up linens, silverware and glasses ensuring a neat and inviting dining environment
- Nurtured a lasting connection with every guest by always showing genuine interest during service
- Provided a positive first impression to every guest through a warm, welcoming individual greeting
- Took accurate and detailed food and drink orders using POS ordering software, order slips or memorization
- Ensured hot food was served hot and cold food was served cold, adhering to timing standards for all products.

EDUCATION

KONOIN TECHNICAL TRAINING INSTITUTE

Certificate in Food and Beverage Sales and service

January 2019 - 2020

PAMELA SCOTT SECONDARY SCHOOL

Kenya Certificate of Secondary Education

2014 - 2017

