



# 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 proving 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

