

STACY OKUMU

Nairobi, Kenya

Phone: 07XXXXXXXX

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PROFESSIONAL SUMMARY

Friendly, energetic, and customer-focused waitress with a strong passion for hospitality and excellent service delivery. Experienced in handling guests professionally, taking accurate orders, and creating a welcoming lounge atmosphere. Highly adaptable, well-presented, and able to work efficiently in fast-paced environments such as lounges and restaurants.

SKILLS

- Customer service & guest relations
- Food and beverage service
- Order taking & POS familiarity
- Cocktail, wine & beverage knowledge
- Teamwork and communication
- Cleanliness & hygiene standards
- Time management & multitasking
- Calm under pressure

WORK EXPERIENCE**Waitress / Server**

Hospitality Establishment – Nairobi

2023 – 2025

- Greeted and seated guests warmly, ensuring a positive first impression
- Took food and drink orders accurately and served promptly
- Maintained cleanliness of tables and service areas
- Assisted customers with menu recommendations
- Worked closely with bartenders and kitchen staff
- Handled customer concerns politely and professionally

EDUCATION

Secondary School Certificate – Completed

PERSONAL ATTRIBUTES

- Well-groomed and professional appearance
- Excellent interpersonal skills
- Reliable and punctual
- Positive attitude and eager to learn
- Flexible with working hours, including nights and weekends

REFERENCES

Available upon request.