

Duncan Muema. John
Hotel and Catering Management

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PROFILE SUMMARY

Am an adaptable, resourceful, flexible and professional with 2 years training in Hotel and Catering Management. A multi-skilled, key team player processing a wealth of multidisciplinary Knowledge in food and beverage, accounts, food casting, accommodation, front office , laundry, Hotel management and food production. My goal is to become a valuable mutual asset by Providing efficient expertise, contributing effectively to organizational success.

PERSONAL DETAILS

Year of birth: 1999

Nationality : kenyan

Gander : Male

Languages : Fluent in English & Swahili.

Address : P .O Box 17 – Matiliku

EDUCATION BACKGROUND

2021 – 2022: Diploma in Hotel and Catering Management – **Hospitality College Nairobi.**

2014-2018 : Kenya Certificate of Secondary Education – **Nthangu secondary school.**

2005- 2014 : Kenya Certificate of Primary Education – **Mulenyu Primary School.**

WORK EXPERIENCE

• **June 2025- to date** – working at 26 park hotel kathozweni as a restaurant and bar waiter.

- served meals and drinks to guests
- served soft drinks to guests ensuring comfort and guests satisfaction at all times.

• **Jan 2024- June 2024:** intern and working at Nairobi west Hospital both on service and kitchen

- served meals and with professionalism and skills maintaining high presentation and high quality standards.
- provided friendly, courteous service , maximizing patients satisfaction ratings.
- Ensured compliance with food safety and hygiene standards

• **June 2021 to August 2021:** Attachment and a volunteer at safari park Hotel.

- performed service and working space closing duties, thoroughly cleaning, sanitization and replenishing stock
- Regularly communicated with the kitchen staff and service staff to ensure smooth operation and minimizing potential service delay.
- Retained service menu item knowledge, providing expert recommendations to suit guests taste.

KEY STRENGTHS

- Excellent communication skills.
- Active listening skills.
- A good memory.
- Ability to work under pressure
- positive attitude

DUTIES AND RESPONSIBILITIES

- Welcoming guests and directing them to their respective reserves.
- Availing menu to guests and taking orders.
- Serving guests with requested meals.
- Listen to other employees to effectively exchange information.
- Clearing and setting tables after service to ensure cleanliness.
- Assisting on food and drinks preparation and other departments as well.
- Thank guests with genuine appreciation and provide fond farewell.

Hobbies & Interests

- Socializing
- Baking
- Meat carving
- Teamwork

Referees:

Manager Joseph mutisya,
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