

SHARON MUENI MUTUA

Nairobi Kenya
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SUMMARY

Dedicated waitress with proven expertise in delivery exceptional customer service, effective cash handing and prompt complaint resolution.

Experienced head waitress skilled in team supervision and training.

Known for strong collaboration with kitchen staff, ensuring timely food delivery and enhancing overall dining experiences.

Results-driven professional with a solid background in menu knowledge and problem-solving. Recognized for improving customer satisfaction through effective complaint resolution and teamwork.

SKILLS

- Team supervision
- Customer service
- Cash handing
- Menu knowledge
- Problem solving
- Collaboration skills
- Cleanliness
- Upselling techniques
- Table setting
- Strong multitasking

EXPERIENCE

Jan 2025 Current:

WAITRESS INTERSTRAT LIMITED

Nairobi, Kenya

- Provided excellent customer service to enhance dining experience
- Took accurate food and drink orders from customers
- Delivered food and beverage promptly to tables
- Handled cash and processed payments efficiently at the register
- Resolved customer complaints with professionalism and courtesy
- Provided excellent customer service by addressing any complaints or concerns promptly.

Jan 2023 - Dec 2024:

HEAD WAITRESS JAWS BISTRO RESTAURANT

Nairobi, Kenya

- Supervised dining room staff to ensure exceptional customer service
- Trained new waitstaff on menu knowledge and service techniques
- Assisted in maintaining cleanliness and organization of dining areas
- Collaboration with kitchen staff to ensure timely food delivery
- Conducted daily briefings with team to discuss specials and service updates

Feb 2021 – Dec 2022:

WAITRESS HIGHLAND RESTAURANT

Nairobi, Kenya

- Provided excellent customer service to enhance dining experience
- Delivery food and beverage promptly to tables
- Took accurate food and drink orders from customers
- Collaboration with kitchen staff to ensure order accuracy
- Handled cash and processed payments efficiently at the register
- Resolved customer complaints with professionalism and courtesy

Sept 2020 – Jan 2021

WAITRESS ANNEX LAUNGE

Nairobi, Kenya

- Took accurate food and drink orders from customers
- Assisted in maintaining cleanliness of dining area and utensils
- Handled cash and processed payments efficiently at the register
- Resolved customer complaints with professionalism and courtesy
- Provided excellent customer service by addressing any complaints or concerns promptly

EDUCATION AND TRAINING

Dec 2019

ST. CHARLES VOCATION TRAINING

Nairobi, Kenya

Certificate in Food Production

Nov 2018

LANGATA BARRACKS SECONDARY SCHOOL

Nairobi, Kenya

Certificate of Secondary Education (KCSE)

LANGUAGES

- English
- Swahili

REFEREES

Referees available upon request