

CONTACT

FIDELIS KIBUE

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PROFESSIONAL SUMMARY

Energetic customer-focused Hostess, Waitress and Food Runner with strong UAE experience in fast-paced, high standard restaurants. Skilled in guest service and order accuracy, food running, upselling, and maintaining smooth communication between hospitality teams. Combines hospitality with a solid customer service background, ensuring excellent guest satisfaction and efficient service delivery.

KEY SKILLS

- Guest Relations and Customer Experience
- Fine Dining and High Volume Service
- Food Running and Order Accuracy
- Upselling and Menu Knowledge
- Pre-Opening and Training Support
- Event and Venue Operations
- POS and Payment Processing
- Hygiene Food Safety and UAE Service Standards
- Customer Complaint Resolution
- Cross-Cultural Customer Service
- Front of House and Back of House Coordination
- Time Management and Multitasking
- Bar Support and Beverage Service
- Creative Problem Solving

PROFESSIONAL EXPERIENCE

Sep 2025 - Nov 2025

- **WAITRESS (TRAINING AND PRE-OPENING)**
ALONGSIDE RESTAURANT - ABU DHABI, UAE
 - Supported PRE-OPENING preparation and guest service for a new restaurant.
 - Assisted with order taking, food running, and guest seating.
 - Helped with table setup, service organization and maintaing hygiene standards.
 - Provided support during the restaurant's initial operations.

May 2025 - Sep 2025

- **EVENT FACILITATOR/BAR SUPPORT**
TERRA SOLIS DUBAI - DUBAI, UAE
 - Supported large scale events and entertainment activations.
 - Prepared and served beverages, processed payments, and maintained bar standards.
 - Assisted with event set-ups, guest flow, seating coordination, and check in procedures.
 - Delivered exceptional guest service and handles VIP tables.
 - Ensured compliance with UAE hospitality hygiene and alcoholic service regulations.

Aug 2023 - Sep 2024

- **FOOD RUNNER**
LA SIERRE BISTRO (FRENCH CUISINE) - DUBAI, UAE
 - Delivered food orders from the kitchen to tables quickly and accurately.
 - Acted as the communication between Front of House and Back of House teams.
 - Communicated special orders, priorities, and allergy notes to kitchen staff.
 - Assisted waitstaff with table setup and service preparations.
 - Ensured food safety standards and hygiene standards.

EDUCATION

2023 - Present

- **Kenyatta University**
Bachelor of Art (Humanities) - Linguistics and Literature
- **Montessori Plus Centre**
Diploma - Early Childhood Development Education

Distinction

- **Bell Institute of Technology**
Diploma - TV and Video Production
Distinction

REFERENCE

- Available on request

LANGUAGES

- English Proficiency Level C2