

Curriculum Vitae

Personal Information

- **Name:** Monicah Kabue
- **Phone:** 0701335581
- **Email:** monicahkabue688@gmail.com
- **Location:** Nairobi, Kenya

Professional Summary

Dedicated and customer-oriented hospitality professional with over 4 years of experience in restaurant and bar service. Skilled in providing excellent customer service, managing high-pressure environments, and ensuring customer satisfaction. Proven ability to work efficiently in team settings while maintaining high standards of service and professionalism.

Work Experience

Restaurant Waiter – Ditaya Restaurant, Nairobi

January 2020 – January 2022

- Welcomed and served customers in a professional manner.
- Took and delivered accurate food and beverage orders.
- Maintained cleanliness and organization of dining areas.
- Assisted in handling customer complaints and ensuring satisfaction.

Bar Waiter – Waimo Bar, Nairobi

March 2023 – April 2025

- Provided table and bar service in a busy environment.

- Accurately prepared and served drinks to customers.
- Assisted in stock management and bar setup/closing duties.
- Promoted upselling of beverages to increase sales.

Education

- **Kenya Certificate of Secondary Education – Thaara High School (2002 – 2005)**
- **Kenya Certificate of Primary Education – Dagoretti Muslim Primary School (1994 – 2001)**

Skills

- Excellent customer service and communication
- Order taking and service accuracy
- Teamwork and collaboration
- Ability to work under pressure
- Basic food and beverage knowledge
- Time management and multitasking

Referees

1. Susan Wangui Wandurua

- Phone: 0720766909
- Email: wanguisusan254@gmail.com

2. Nicole Wairimu

- Phone: 0715446911
- Email: wairimunicole0@gmail.com

