



JOYCE M. MUCHURU

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Objective

Working towards Seeking a competitive and Challenging opportunity by ensuring Cost-effective Implementation, achievement and success of the organization through Solid Teamwork.

Experience

- **SAFARI PARK HOTEL** 2022 - 2024
WAITRESS
 - Increased upselling revenues by 20%.
 - Served 16 tables consistently.
 - Prepared tables by setting up linens, silverware and glasses.
 - Offered menu recommendations upon request and increased food and beverage sales by 5%.
 - Took accurate food and beverage orders hence being hailed as best waiter for three consecutive months.
 - Checked customer's identification cards to ensure they met minimum age requirements for consumption of alcoholic beverages.
 - Communicate order details to the Kitchen Staff and also gave guests information about their order progress hence making service smooth and seamless.
 - Served food and drink orders to guests
 - Checked dishes and kitchenware for cleanliness and presentation hence maintaining higher hygienic standards and healthy protocols.
 - Delivered checks and collect bill payments at all times to ensure no funds were lost.
 - Provided excellent customer service to guests leading to outstanding feedback about the service and food on TripAdvisor with 95% satisfaction score.
 - Managed a team of 24 staff members and anticipating staff needs to improve the personalized service to patrons.

- **HILTON HOTEL NAIROBI KENYA** 1/03/2018 - 28/12/2021
WAITRESS
 - Trained 8 new staff members hence improving speed of service by 10%.
 - Participated in service staff meeting to discuss ways of enhancing customer service and satisfaction strategies that helped us build teamwork.
 - Responded and solved guest complaints and problems leading high customer return and positive feedback.
 - Followed departmental regulations resulting in efficient use of restaurant silverware and linens.
 - Supervised service team in setting of tables and maintaining cleanliness in the restaurant.
 - Ordered stock and equipment for restaurant .

Education

- **Thiks Institute of Business Studies** 2014 January - 2016 July
Diploma

- **WATUKA GIRLS HIGH SCHOOL** 2008- 2011
Kenya Certificate of Secondary Education

Skills

- Excellent Management and leadership skills. Stock taking and inventory skills. Cash and Card payment handling. Familiarity with different ordering softwares. Ability to build Rapport. Active and keen listening skills.

Reference

- **JAPHLET KIMATHI - Safari Park Hotel**
General manager

- **JOHN MCAREE - Hilton Hotel Nairobi**
General Manager