

YUCABETH ATIENO

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Location: Nairobi, Kenya

PROFESSIONAL SUMMARY

Dedicated and energetic F&B; Attendant / Waitress with 3 years of experience in fast-paced hotel and restaurant environments. Strong in guest service, order taking, food & beverage knowledge, and maintaining high standards of cleanliness. Proven ability to multitask, upsell, and create a welcoming dining atmosphere.

CORE SKILLS

• Food & Beverage Service • Customer Service Excellence • Order Taking & POS Systems • Menu Knowledge & Recommendations • Upselling Techniques • Banqueting Set-up & Service • Cash Handling & Payment Processing • Table Setting & Cleanliness • Teamwork & Communication • Hospitality Standards & Food Safety

PROFESSIONAL EXPERIENCE

Cold Springs Hotel Ltd — Waitress & Banqueting Attendant (Aug 2024 – Nov 2025) - Welcomed guests, took accurate orders, provided menu recommendations. - Delivered food promptly and maintained cleanliness. - Upsold menu items and handled payments.

Sarova Hotels & Resorts — Waitress (Oct 2023 – Nov 2023) - Took orders, provided detailed menu knowledge, ensured a smooth guest experience.

Cold Springs Hotel Ltd — Attaché (Apr 2023 – Aug 2023) - Rotated in F&B; service, housekeeping, procurement, food production, front office.

Onyx Restaurant Lounge — Waitress (Jan 2021 – Feb 2022) - Delivered personalized service, handled dietary needs, and maintained a clean dining environment.

EDUCATION

Diploma in Hotel Management — Kiriri Women's University (2021–2023) KCSE — Ngara Girls High School (2016–2019) KCPE — Bishop Robert Mlomba Academy (2008–2015)

HOBBIES & INTERESTS

Reading, Writing, Singing, Playing hockey

REFEREES

Available on request