

JENNIFER NJERI KIMANI



Contact

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OBJECTIVE

I look up on an opportunity to serve your esteemed institution which will give me ample opportunity to apply the knowledge and skills acquired during my study period and work experience for the development of the institution and thereby enriching my knowledge and skills.

EXPERIENCE

La Cascada Garden and Hotel

2024 -

Waitress

Give a warm welcome to guests and show them to their seats in a friendly and professional manner.

Taking guests food and beverage orders. Serving the guests in a timely manner. Ensuring the guest is satisfied and comfortable.

Updating new beverages, snacks and salads on the table.

Ensure the working station is clean and presentable.

Maintain the hygiene and clean restaurant environment.

Collaborate with below waters team members.

To ensure a smooth workflow and effective service.

Clearing the tables after the guest is finished.

Clear, reset and clean tables efficiently through service.

Handle billing, process payments and issue receipts

Carrefour Supermarkets

September

Cashier/Customer Service Representative

2020 -

Handling cash, credit and electronic payments accurately and efficiently.

August 2024

Providing exceptional customer service by addressing inquiries and resolving issues promptly.

Ensuring clients find what they are looking for.

Scan goods and ensure pricing is accurate.

Ensuring to issue receipts, change, refunds or tickets after payments

Redeeming stamps and coupons

Cross selling products and introducing new ones

Maintaining a clean and orderly checkout area.

Daily cash and other payment modes reconciliation at the end of the shift.

Magic Planet, Two Rivers Mall	April
Customer Service Representative/Sales Representative	2017 -
Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service	April 2020
Ensure sales transaction is complete i.e. the product sold are billed/invoiced and paid.	
Ensure that the customers receive best service.	
Attend to the customers' complaints (if any) or guide them to the concerned manager if necessary.	
Ensure all displays are the in all outlets	
Check the inventory and preparing reports on regular basis.	
Achieving the monthly given targets.	
 Etam lingerie, Dubai	2012 -
Sales Representative/Store Supervisor Roles	2015
Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service	
Arrange the decorative scheme of the store and displays under the guidance of the visual presentation coordinator	
Maintain product presentation and housekeeping standards in all areas of the store in accordance with company policies	
Customer service	
Enquire customer needs and providing them quick services, assisting them on what they are looking for.	
Ensure sales transaction is complete i.e. the product sold are billed/invoiced and paid.	
Ensure that the customers receive best service.	
Attend to the customers' complaints (if any) or guide them to the concerned manager if necessary.	
Ensure all displays are the in all outlets	
Check the inventory and preparing reports on regular basis.	

Shakespeare and Co. Restaurant, Dubai	2009 -
Restaurant Supervisor	2011
Welcoming customers and showing them to their seats.	
Up selling new items on the menu.	
Ensuring maximum customer satisfaction by offering second helpings and refills.	
Ensuring that the restaurant is set up before opening hours.	
Billing guests.	
Placing orders in the kitchen and pastry section.	
Dealing with customers' complaints in a professional manner.	
Handing over to the manager all relevant issues and transactions.	

EDUCATION

Achievers Computer College	August
COMPUTER PACKAGES	2012 –
Kaimosi College of Technology	January
Diploma In Hotel Management and Food production	2006- 2012
Ndumberi Secondary School	December
Kenya Certificate of Secondary Education	2002- 2009
	November
	2005