

SUMMARY

Experienced customer service attendant with 6 years of expertise in the hospitality industry, customer service excelling in all aspects of restaurant operations. Known for building rapport with regular patrons through personalized attention and a commitment to detail. Well-versed in customer service knowledge and daily specials, providing thoughtful recommendations to enhance guest satisfaction. Recognized for consistently upselling and boosting sales, with a track record of being a top performer. Dedicated to maintaining high service standards and contributing to the restaurant's success.

SKILLS

- **Customer Service:** Proven ability to deliver outstanding customer service by fostering positive interactions, addressing customer inquiries, and ensuring a memorable dining experience.
- **Product Knowledge:** Deep understanding of the products and services, with the ability to make tailored recommendations based on customer preferences and needs.
- **Relationship Building:** Adept at creating strong relationships with regular customers, remembering their names and preferences, and offering personalized service to boost customer loyalty.
- **Upselling and Sales:** Demonstrated success in upselling items and seizing sales opportunities, contributing to increased revenue for the firm.
- **Hygiene Standards:** Consistently upholds high standards of cleanliness and hygiene in all work areas, ensuring a safe and healthy environment for both customers and staff.
- **Team Collaboration:** Works seamlessly with staff, effectively communicates details, and ensures timely delivery of service and products to customers.
- **Station Management:** Efficiently manages station settings, promptly clears left over jobs, and prepares efficiently for the next guests, ensuring a smooth and organized flow.
- **Initiative and Recognition:** Proactively manages work details and excels in upselling, earning recognition as the best seller for several consecutive months, positively affecting the firm's success.

EXPERIENCE

PROCUREMENT OFFICER 2024 - 2025 *Cultiva Kenya*

WAITER 2023 - 2023 *Sankara Hotel*

WAITER & SALES REP 2019-2022 Artcaffe Restaurant

SALES 2017 - 2018 *Powerstar Supermarket*

DUTIES UNDERTAKEN IN THE ABOVE COMPANIES

- **Product Knowledge:** Staying informed about the menu and making knowledgeable recommendations, which increases customer engagement and boosts sales of featured items.
- **Taking Orders:** Ensuring accuracy in taking food and drink orders, meeting customer preferences and contributing to a smooth dining experience.
- **Serving Customers:** Delivering prompt and courteous service to enhance customer satisfaction and encourage repeat visits.
- **Upselling:** Actively suggesting additional menu items or specials, driving revenue growth and profitability for the restaurant.
- **Building Relationships:** Cultivating strong relationships with regular customers, fostering loyalty and generating positive word-of-mouth referrals.
- **Station Management:** Managing table turnover efficiently to optimize restaurant capacity and maximize revenue potential.
- **Team Collaboration:** Working closely with kitchen staff to ensure orders are delivered accurately and on time, improving service efficiency.
- **Hygiene and Cleanliness:** Maintaining a clean and hygienic dining environment to ensure customer confidence and safety.
- **Customer Feedback:** Collecting and addressing customer feedback to identify areas for improvement and enhance overall satisfaction.
- **Sales Performance:** Analyzing customer preferences and sales data to spot trends and opportunities for menu optimization, contributing to increased sales.
- **Training and Mentoring:** Training and mentoring new staff to build a skilled, knowledgeable team and uphold consistent service standards.

EDUCATION

CERTIFICATE IN HOSPITALITY MANAGEMENT 2018 2019 *Amboseli Institute of Hospitality and Technology*

DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT 2015 2017 *JKUAT*

REFEREES

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