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**Professional Objective:**

Obtain a challenging leadership position, applying creative problem solving and fine management skills with a prestigious company to achieve optimum utilization of its resources and maximum profits.

**Employment and Professional Qualifications:**

**The Food Truck Restaurant & Café Dubai, U.A.E**

**Restaurant Supervisor June 2015 to March 2016**

As a leader I welcome and greet guests, provide information to guests regarding specials and menu changes, make suggestions and respond to questions concerning food, beverages, and service. My responsibilities also include:-

-Supervising, coordinating and scheduling the activities of staff who serve food and beverage;

 -Maintaining records of stock, repairs, sales and wastage;

-Ensuring inventory control system is performed at prescribed times and proper follow up is performed in areas of concern;

-Training staff in job duties, sanitation and safety procedures

-Ensuring that food and service meet quality control standards

-Participating in the selection of food service staff and assisting in the development of policies, procedures and budgets

-Working closely with the Operations manager together with Sales and Marketing specialists in the developing and implementing of marketing strategies to increase revenue.

-Ensuring tables are cleared and reset at the end of each course.

-Preparing guest checks and accept payment.

-Implementing food safety and handling procedures and compliance regulations as outlined.

**Burger King Doha, Qatar**

**Cashier/Kitchen Crew/Waitress April 2014 to April 2015**

Responsibilities:-

-Welcoming guests into the restaurant;

-Entering transactions in the cash register and providing guests with the total bill;

-Counting money at the beginning and end of each shift;

-Performing the duties of guest service representative when required;

-Maintaining knowledge of sales activities and new promotions;

-Ensuring that all before/after service mise en place is completed to the correct standard;

-Complying with the Company Health & Safety, and Fire Regulations and procedures;

-Maximising revenue and increase average check per person through suggestive selling and high customer service standards;

**Café Tasse` Nairobi, Kenya**

**Commis Chef December 2009 to March 2014**

Responsibilities:-

- Maintaining high standard of specified work in accordance with the Executive Head Chef’s instructions;

-Preparing, cooking and serving food and ensuring that the highest possible quality is maintained and that the agreed standards for food preparation and presentation are met at all times under guidance from a senior chef;

-Monitoring stock movement and handling market lists on the delivery section;

-Assisting in achieving food cost, kitchen standard and overall objectives;

-Carrying out daily and weekly procedures, including temperature checks, food labeling, dating and storage;

-Removing any hazards and making safe any defects in the kitchen or its equipment and reporting any problems to a senior chef;

-Keeping high standards of personal hygiene, cleaning uniform and overall camaraderie;

-Adhering to company procedures and hygiene regulations at all times and ensuring that all records of such is maintained;

-Understanding menu planning, implementation of stock controls and stock management to meet gross profit;

-Ensuring opening and closing procedures of the kitchen are carried out as rotated;

-Keeping high standards of cleanliness in assigned sections;

**Key Skills and Competencies:**

- Experience of managing KPIs and performance management.

- Experience of processing sales enquiries to a successful conclusion.

- Commercially and operationally minded.

- Able to inspire store staff to keep ahead of the competition.

- Able to push civic engagement & social responsibility agenda within the store operations.

- Responding to and comments and resolving customer complaints.

**Educational Background:**

September 2006- September 2008: Diploma in Hotel Management and Catering

Institution: Institute of Commercial Management

August 2009- October 2009: Certificate in Computer Applications

Institution: Futurecom Institute of Professional Studies

February2002- November 2005: Kenya Certificate of Secondary Education (KCSE)

Institution: Nakuru Day secondary school

**Trainings:**

January 2013- September 2013: Certificate in Languages- Spanish

Institution: Nairobi Aviation College

**Languages: -** English - Fluent

 Swahili - Fluent

 Spanish -Moderate

Arabic - Working Knowledge