Chillanga Dismas Benard

**Objective**

To work in a challenging environment in a hospitality industry, where I will be able to provide prompt and courteous service to the customers.

**Career Summary**

* 5+ years of experience in providing customer and personal services.
* Responsible to provide good management, training and motivation to junior waiters.
* Responsible to work in all environment and in group to handle hotel services.
* Responsible to manage two sections of restaurant effectively by providing punctual and friendly services to customers.
* Banqueting and conference services.

**Certification**

* Diploma course in Food and Beverage Management.

**Job Experience**

**Toko Restaurant Dubai, Commis waiter 3rd Mar 2016- 1st Aug. 2016.**
**Main Duties:**

* Assist waiters in taking and relaying orders to the kitchen
* Fill and refill water glasses or beverages
* Assist waiters in serving food and beverages to customers
* Clean and polish cutleries and plates.
* Replace or clean ashtrays in smoking areas
* Clear away all dirty items from customers’ tables and deliver them to the washing area
* Keep sideboard stocked up with fresh plates, cutlery, glasses, napkins,

**Mombasa Beach Hotel .Waiter - December 2009 – March 2016.**
**Main Duties:**

* Provided customer services for up to eighty customers every day.
* Assisted customer in menu determinations, and recommending wines and other drinks to them
* Served dishes at tables according to order.
* Recommended wines and other drinks to customers
* Billing and obtaining payment from the customers

**Key Skills and Strengths**

* Professional work ethic.
* Multi-tasking.
* Excellent written and verbal communication skills.
* Ability to work in a team.
* Sales and marketing skills.
* Customer service skills.
* Good leadership abilities.

**Academic Qualification**

* High School Diploma.
* Pursued Diploma in Food and Beverage Management.
* Certificate of attending training course in Food and Beverage Techniques.

**Personal Details**

**Date of Birth:** 1st January 1986
**Languages:** English, Swahili.

**Nationality**: Kenyan
**Hobbies:** Swimming, Travelling, Volunteer.

**Job Seeker First Name / CV No: 1817592**

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