**CURRICULUM VITAE**

**TABITHA**

**Application post for a Waitress Position**

**Personal data**

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| --- | --- | --- | --- | --- |
| **Name** |  | Tabitha | | |
| **Sex** |  | Female |  |  |
| **Nationality** | | Kenyan |  |  |
| **Languages** | | English/Swahili | | |
| **Marital Status**  **Religion** | | Single  Christian |  |  |
| **Mobile** |  | C/o 0503718643 | | |
| **Email Adds** | | [Tabitha.357768@2freemail.com](mailto:Tabitha.357768@2freemail.com) | | |

**PROFESSIONAL SUMMARY**

Friendly, customer service-oriented waitress with 5 years’ firsthand experience in food service and hospitality industry. Highly skilled in guest interaction, menu and food presentation and mixing and serving of beverages as per guest’s request. Proven record of enhancing customer satisfaction and overall patrons’ ratio by demonstration of high quality hospitality etiquette.

**SKILLS**

|  |  |
| --- | --- |
| Good communication skills  Good customer service skills  Have a pleasant personality  Being fast and organized |  |

**ACHIEVEMENTS**

* Demonstrated high quality guest dealing etiquette enhancing the guests positive feedback by 30% based on feedback survey.
* Enhanced the sales of daily specials and signature dishes by 70% through effective promotion and recommendation of same to guests.
* Implemented WHO approved hygiene and sanitation guidelines in the service area.
* Earned the ‘best food runner award’ twice

**WORK HISTORY**

**2014-2016 La porsh hotel Kenya**

**Position -Waitress**

**Duties and responsibilities**

* Providing a warm welcome for customers.
* Receive food and drink, orders & serve customer requests to the standards required.
* Passing food orders through the kitchen staff promptly.
* Serving dishes to customers at tables.
* Ensure timely delivery of all food and beverage items to customers.
* Making recommendations from the menu if requested.
* Answer guest questions in a polite and helpful manner.
* Check on customers asking if they are enjoying their meals and service.
* Ensuring the food surface area is left clean and tidy once all the guests have left.
* Relaying, preparing and settling tables for the next guests.

**2012-2013 Utalii hotel Kenya**

**Position - Server**

**Duties and responsibilities**

* Responsible for serving the customer per average shifts.
* Welcome and seat guests.
* Present and discuss menu.
* Answering questions and provides suggestions on food and beverage options.
* Serve food and beverages including specialty dishes.
* Deal promptly with the guest complains.
* Performing running side work throughout the shift.
* Prepare final bill and process payment

**2009-2011 Stimaclub Nairobi – Kenya -**

**Position waitress**

**Duties and responsibilities**

* Welcome guests present menus took orders
* Serve dishes at tables according to order
* Recommended wines and other drinks to customer
* Check customers regularly to ensure they are enjoying their meals
* Take necessary action to resolve any complaints
* Clear dishes and glasses away from the table
* Receive payment by cash, cheques, credit cards, vouchers, or automatic debits

**EDUCATION BACKGROUND**

2002-2004 Dima College – Hotel Management - Diploma

2002-2003 Gibcons Computer College – Certificate in IT

1998-2001 Kiranga High School – Kenya Cerificate of Secondary Education (KCSE)

**HOBBIES**

* Acting
* Dancing
* Swimming

**REFERENCE**

Available on request