**** NYAGA

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**ACADEMIC BACKGROUND**

**2013˸ Kenya Utalii College Certificate In Food and Beverage**

**2012 ˸ Kenya Certificate of Secondary Education K.C.S.E**

**2006 ˸ Kenya Certificate of Primary Education K.C.P.E**

**CAREEER OBJECTIVE**

**Obtain a responsible and challenging position with a progressive company where my work experience will have valuable application and utilization for advancement.**

**CAREER HISTORY**

**COMPANY˸ IMG WORLD OF ADVENTURE(CARTOON NETWORK FEAST ,INTERNATIONAL CUSINES)**

**JULY 2016 TO DATE**

**POSITION WAITRESS\CASHIER**

 **WAITRESS DUTIES**

* **Taking food order and explaining the food menu**
* **Clearing table and setting up**
* **Greeting & Welcoming guests to the table**
* **Taking drink and food order and serving it to the guest**
* **Recommending something to a customer.**
* **Taking drink orders in a timely manner once the customers have been seated.**
* **Up-selling the day’s special.**

 **CASHIER DUTIES**

* Handling all the cash transaction of an organization
* Receive payment by cash, cheque, credit card
* Checking daily cash account
* Guiding and solving queries of customers
* Providing training and assistance to new joined cashier
* Maintaining monthly, weekly and daily report of transactions

**JOES café DUBAI**

**JAN 2014 TO 2015 POSITION:WAITRESS∕CASHIER**

 **WAITRESS DUTIES**

* Recommending daily specials and wines.
* Cleaning tables and/or counters after patrons have finished dinning.
* Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Clearing used cutlery and replace table settings when guests leave.
* Recommending something to a customer.
* Taking drink orders in a timely manner once the customers have been seated.  **CASHIER DUTIES**
* Greet the customers entering into organization
* Handling all the cash transaction of an organization
* Receive payment by cash, cheques, credit card etc
* Checking daily cash accounts
* Guiding and solving queries of customer
* Providing training and assistance to new joined cashier
* Maintaining monthly, weekly and daily report of transactions

**PANAFRIC HOTEL**

**NOV 2012 TO DEC 2013**

**POSITION: WAITRES DUTIES**

* **Taking drink orders in a timely manner once the customers have been seated.**
* **Present menus to patrons and answer questions about menu items, making recommendations upon request.**
* **Inform customers of daily specials.**
* **Clean tables or counters after patrons have finished dining.**
* **Prepare tables for meals, including setting up items such as linens, silverware, and glassware.**
* **supplies such as coffee, food, tableware, and linens.**
* **Deliver and properly serve food and beverages in a timely manner.**
* **Constantly look for service opportunities.**
* **Perform all side work at assigned station, such as, stocking coffee, glasses, sugar, cream and coffee dispenser.**
* **Control guest’s checks and secure proper payment.**
* **Provide courteous, professional and personalized service at all time.**
* **Meet the attendance guidelines of the job and adhere to regulatory, departmental and company policies.**

**KEY COMPETENCIES AND SKILLS**

* Good communication skills
* Outgoing and strong interpersonal skills
* Natural ability to work on own initiative or as part of a team
* Excellent team building skills
* Acute negotiation skills
* Strong attention to detail\
* Excellent in computer applications and various customer service software systems
* Excellent team player

**References available upon request.**