IRENE

[IRENE.368062@2freemail.com](mailto:IRENE.368062@2freemail.com)



PROFESSIONAL SUMMARY



Barista knowledgeable in all aspects of coffee shop operations including impeccable customer service, staff management, supply ordering and creating a warm, welcoming environment.

CERTIFICATIONS



PARAGON HOSPITALITY MANAGEMENT

Certificate in F&B service & Guests Relations. (Certificate)

SKILLS



Exceptional customer service  Fluent in English / Swahili



Strong communication & Interpersonal  Problem Solving Skills



skills  Ability to remain calm under pressure

Accuracy & attention to detail  Flexibility



Quick learner  Culturally sensitive



Excellent organisational & time  Team work



management skills  Strong knowledge of health & safety &

hygiene

WORK HISTORY



SEPTEMBER 2014-CURRENT

*Barista / Bartender DUBAI WORLD TRADE CENTRE-EMIRATI RESTAURANT* | *United Arab Emirates Dubai*

Advised customers on whole bean and bulk tea purchases, detailing origin, flavor and pairing recommendations.



Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.



Prioritized drink requests while managing interruptions. Cleaned counters, machines, utensils and seating areas daily. Accurately took to-go and special orders via phone. Conducted successful cash audits at the end of each shift.



Engendered customer loyalty by remembering personal preferences and allergy



information.

Maintained regular and consistent attendance and punctuality. Educated coworkers and customers about new products. Controlled line and crowd with quick, efficient service.



Collect and process payments from the customer including cash, credit and debit cards Conducted successful cash audits at the end of each shift.



JUNE 2013-AUGUST 2014

*Food and Beverage Coordinator SANKARA NAIROBI 5 Star Hotel* | *Nairobi Kenya*

Secretarial duties and support.



Maintained and coordinated management calendars. Acted as Personal Assistant to F&B Management. Managed the Department time and attendance system



Ensured the smooth operation of the F&B Administration office Identified, rectified or reported office equipment malfunctions Raised Purchase Requests for the F&B department



Handled and followed up on all F&B shipment orders, cash vouchers, suppliers etc Provided updates on company policies



Assisted in the preparation of budgets and forecast and coordinate with the finance department for budgeting requirements



Handled all incoming and outgoing food and beverage correspondence including guest's feedback promptly and accurately



Administered all mail going in and out of the F&B Admin office



Ensured a proper filing system is maintained for all Food and Beverage records, financial reports



Any other duties or projects assigned by the F&B management



OCTOBER 2010-MAY 2013

*Barista & Bartender SANKARA NAIROBI 5 STAR HOTEL* | *NAIROBI KENYA*

Advised customers on whole bean and bulk tea purchases, detailing origin, flavor and pairing recommendations.



Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.



Prioritized drink requests while managing interruptions.Cleaned counters, machines, utensils and seating areas daily.



Accurately took to-go and special orders via phone. Conducted successful cash audits at the end of each shift.



Engendered customer loyalty by remembering personal preferences and allergy information.



Maintained regular and consistent attendance and punctuality. Controlled line and crowd with quick, efficient service.



Collect and process payments from the customer including cash, credit and debit cards Conducted successful cash audits at the end of each shift.



DECEMBER 2009-APRIL 2010

*Hostess / Waitress SAFARI PARK HOTEL* | *NAIROBI KENYA*

Hostess:

Greet guests and patrons personally and on the telephone



Offer appropriate seating arrangements



Present menus and take orders



Ensure the quantity of menus is sufficient to cater to the number of guests



Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion



Set up dining rooms and make reservation arrangements



Maintain clean and organized tables and work area



Assist room service when and as needed



Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant



Waitress:

Providing excellent customer service



Presenting menus to customers



Explaining menu items to customers



Answering questions from patrons about food and beverages



Sharing information with customers about the status of their orders



Refilling customer drink orders throughout the meal



Finding out if customers need additional items



Verifying that customers are satisfied with their orders



Taking food and drink orders



Up-selling additional food and beverage products to patrons



Entering each item ordered into restaurant register system



Delivering checks to customers



Processing payments via cash or credit cards



JULY 2010-SEPTEMBER 2010

*Wine Bar Waitress SANKARA NAIROBI 5 STAR HOTEL* | *NAIROBI KENYA*

Wine Bar Waitress:

Check identification of customers to verify age requirements for purchase of alcohol.



Clean glasses, utensils, and bar equipment.



Balance cash receipts.



Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.



Stock bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws.



Serve wine, and bottled or draft beer.Take beverage orders from serving staff or directly from patrons.



Clean bars, work areas, and tables.Mix ingredients, such as liquor, soda, water, sugar,



and bitters, to prepare cocktails and other drinks.

Plan, organize, and control the operations of a cocktail lounge or bar.Order or requisition liquors and supplies.



Supervise the work of bar staff and other bartenders.



Serve snacks or food items to customers seated at the bar.Slice and pit fruit for garnishing drinks.



Plan bar menus.Prepare appetizers such as pickles, cheese, and cold meats.



Ask customers who become loud and obnoxious to leave, or physically remove them. Arrange bottles and glasses to make attractive displays.



Create drink recipes.Collect money for drinks served.



NOVEMBER 2005-JANUARY 2009

*PA to the General Manager / Receptionist MAGNUM ENGINEERS LTD* | *NAIROBI KENYA*

Managed diaries and booked appointments for the General Manager. Meeting rooms bookings and travel arrangements



Prepared and distributed papers and documents for meetings Taking minutes



Post and email management for the General Manager's office. Drafted letters and other documents and Power Point presentations Maintained filing systems



Answering the phone and answering queries Photocopying and printing



Using MS Office Suite - Word, Excel, PowerPoint, Access, Internet & Mail.



EDUCATION



FEB2013

*DIPLOMA* : *BPO – CCIP Customer Care Interactions Professional*

KENYA METHODIST UNIVERSITY NAIROBI KENYA

2009

*Certificate in F & B service skills training and guests relations.* : *Hospitality*

PARAGON HOSPITALITY MANAGMENT NAIROBI KENYA

2004

*Intermediate Certificate in Computer Packages* : *Information Techonology*

UNITED MICROS CARE SYSTEM COLLEGE NAIROBI KENYA

2003

*High School Diploma*:

CONSOLATA GIRLS' HIGH SCHOOL NAIROBI KENYA