

JUDY

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Visa status: Visit visa

SUMMARY OF QUALIFICATIONS

Ability to coordinate and be a teamplayer in order to meet organizational goals and objectives.

Ability to work well even under minimal supervision.

Proven ability and skills in relation to my work experience.

Self motivated, discilplined productive and organized efficient work habits

PROFESSIONAL EXPERIENCE

# Extensive experience in customer service,Waitressing and housekeeping, .

EMPLOYMENT HISTORY

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# Waitress / Hostess Feb2016 - Jan 2017

The maasai- mara lodge

* Welcomed guests, presented them with menus and answered questions about the menu items and made recommendations upon request.
* Set the table prior to customer dining with us.
* Provided exceptional customer service by following up on customers' requests and also addressed and resolved complains in a satisfactory manner.
* Checked customer identification and ensured they met minimum requirements in the case of alcohol beverages.
* Wrote customer orders on order slips for transmittal to kitchen staff.
* Served food and drinks as per customers’s orders.
* Prepared checks for items served and total meal costs.

**Waitress July 2014- Jan 2016**

Garden square restaurant

* Welcomed customers, making them feel comfortable.
* Took orders for food and beverages from customers.
* Handled customers orders made via phone.
* Served food and beverage as per customer order.
* Wrote customer orders on order slips for transmittal to kitchen staff.
* Checked with customers to ensure they enjoyed their meals and took action to correct any problem.

**House keeping Sep 2012 - March 2014**

Pearl palace hotel

* Cleaned rooms, locker rooms, restrooms, lounges, corridors, hallways, stairways, and other work spaces of the organization while keeping the prescribed health and hygiene standards.
* Replenished food supplies, restroom equipment, bed linens, kitchen items and room accessories.
* Used squeegees, cleaners, and other equipment to dust, clean, and polish window panes and glasses, mirrors, glass partitions, walls, furnitures, house items, fixtures, mattresses, etc.
* Reported to the supervisors and promptly responded to the housekeeping needs.
* Ensured perfect working of the tools and equipment employed to execute high quality work
* Ensured superior housekeeping standards in all customer areas including the back of house spaces

SKILLS

Computer Skills -

* Outlook
* Word
* Excel
* Powerpoint
* Photoshop
* Internet

Fluency in english

Fluency in French

COMPETENCIES

* Attention to details
* Communication Skills
* Customer Focus
* Initiative
* Teamplayer

EDUCATION

Diploma in Hotel Management

Computer Certificate

High school Diploma

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### REFEREES: Available upon request