****DANIEL

Visa status: **Long term visit visa.**

Email: [Daniel.380103@2freemail.com](mailto:Daniel.380103@2freemail.com)

**CAREER OBJECTIVE.**

Experienced Waiter looking for a suitable position in a reputable Hotel where I can utilize my education and expertise for the optimum growth of the Hotel industry as well as personal career growth possesses impeccable verbal and written communication skills with excellent interpersonal skills.

**EDUCATION BACKGROUND.**

**2016-2017 City and Guilts University of London.**

**Diploma in Media Techniques.**

**2015-2016 Multimedia University of Kenya**

**(Certificate in Mass Communication.)**

**2011-2014 Kenya Certificate Secondary Education.**

**(High school Diploma).**

**2002-2010 Buru Buru one primary school**

**( Kenya certificate of primary Education)**

**PROFESSIONAL EXPERIENCE.**

**BATA SHOE COMPANY 2016- 2017**

**Position:**

**Sales Associate (Part Time**)

* Collect methods of payment and dispense charge.
* Count the days money transactions at the end of the day.
* Distributing coupons and ensuring coupons are not expired.
* Process orders over phone.
* Present solutions to merchandise buyers including price, credit terms and accurate sales contracts, estimated time of delivery based on firms delivery and delivery schedules.
* Conduct outbound lead follow up calls to potential and existing customers via telephone and e-mail to qualify leads and to sell products and services.
* Sell specific products and services to consumers
* Comprehensive understanding of your area of sales i.e. retail, fast moving consumer goods.

**TIWI HOTEL 2013-2015**

**Position:Waiter**

**Duties.**

* Collect payments from customers.
* Write customers food orders on order slips.
* Take orders from customers for food and beverages.
* Check with the customers to ensure they are enjoying your meals and take action to correct any problems.
* Serve food or bevarages to customers.
* Removing glasses from tables or counters and take them to the kitchen for cleaning.
* Present menus to customers and answer questions about the menu items.
* Escort customers to their tables.
* Cleaning tables after patrons have finished.

**GREENSPAN MALL NAIROBI 2011-2013**

**Position:**

**Waiter/cashier**.

**Duties:**

* Dealing with customer refunds.
* Balancing cash registers with receipts.
* Answering queries from customers.
* Being Responsible for processing cash and card payments.
* Working within established guidelines.
* Keeping the hotel tidy and clean.
* Taking orders from customers.
* Escort customers to the tables.

**ADDITIONAL SKILLS**

* Friendly and engaging personality
* Comfortable with working with members of the public
* Have a confident Attitude
* Proficient in computers i.e. word, excel and power point
* Helpful and polite
* Team player
* Always very smart and articulate
* Comprehensive understanding of your area of sales i.e. retail, fast moving consumer goods.

**ACHIEVEMENTS.**

* Highest sales target-June 2017
* Employee of the month-September 2017
* Highest sales target-January 2018

**TRAINING.**

* Customer service
* Front office management.
* Hotel management.

Referees to be availed upon request.