**CURRICULUM VITAE**

 **PERSONAL INFORMATION**

 **Name** : Vihenda

 **Visa status** : Visit Visa

 **Nationality** : Kenyan

 **E-mail**  : vihenda-393496@2freemail.com

**CARRIER OBJECTIVES**

Looking for a platform where I can utilize my knowledge and experience as well as build my future career. Committed to providing helpful, fast, and accurate service to patrons and demonstrate active listening and communication skills to ensure patrons are satisfied and happy.

**SKILLS**

* Excellent written and verbal communication skills.
* Multitasking and Teamwork.
* Interpersonal skills and bearing.
* **POS** systems.(Micros)
* Confident and hospitable.
* Patient and compassionate.
* Money handling skills.
* Teachable and quick to adapt

**WORK EXPERIENCE**

**KENYA COASTAL REGION.**

 **WAITRESS Dec 2015- Dec 2018**

* Greets with a smile, seats and presents menu to guests and informs them of the days’ specials.
* Explain announce daily specials of the day.
* Re- confirming orders with the guests in order to avoid voids and wastage.
* Punch orders in the **Micros** machine and confirming of the orders before posting.
* Interact with guests as they arrive and as they leave the restaurant to ensure positive dining experience.
* Anticipated guests needs and fulfill them immediately.
* Ensure consistency of food and services
* Stay up-to-date with changes of recipes, prices on the menu.
* Collect bills from guests to the cashier for billing.
* Maintained the workstation clean and organized.
* Ensured maximum food hygiene and always look smart.
* Food safety knowledge and excellent grooming.

 **CASHIER Dec 2012-Dec2015**

* Greeting customers with a smile.
* Operating the **micros**, whereby I verify the bills to ensure the guest pays for the right bill.
* Received cash and processed credit and debit cards.
* Issued change, receipts and refunds.
* Ensure price tags are correctly displayed and also up to date in the micros.
* Print out bills that are already settled and hand them to the waiters and guests.
* Count money in cash drawer at the beginning of the shift to ensure the amounts are correct.
* Bag, box or wrap items carefully for take away customers.
* Closings of the days account, and get the end shift report to the manager.

**EDUCATIONAL BACKGROUND**

 **March 2016:-** :- Diploma in customer service

 :-Diploma in Front office Administration

**Year -2005 :-**Kenya Certificate of Secondary Education

 **Year-2000 :-**Kenya Certificate of Primary Education

|  |
| --- |
| **HOBBIES:*** Travelling.
* Socializing.
* Cooking.

**REFEREES**: Upon request. |