** PATRICIA AKINYI OCHOLA**

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**: [pattakinyi95@gmail.com](mailto:pattakinyi95@gmail.com)**

**: Visa Status: Visit Visa**

**PROFFESIONAL SUMMARY**

To excel in a customer friendly dynamic organization and prosper in the accorded responsibility where my skills, abilities and potentials will contribute towards achievement of set organization goals.

**SKILLS**

* Staff development
* Conflict resolution
* Client assessment and analysis
* Strong verbal communication
* Team leadership
* Self-motivated

**WORK HISTORY**

**Customer service representative April 2018 to January 2021**

**AMBASSADOR HOTEL – NAIROBI, KENYA**

* Resolving customer requests, questions and complaints frequently requiring analysis of situations to determine best use of resources.
* Serving as liaison between the customer and various departments.
* Soliciting sales of new or additional services.
* Keep general appearance and maintenance of hotel working area.
* Providing pricing and delivery information, processes orders, and prepares cash reports.
* Setting up new accounts, maintains records, prepares reports and performs work processing assignments and related clerical duties.
* Proving customers with knowledge of the hotel reservations, ground transportation, information on local attractions and activities, and other information that provides valuable service to our customers.

**Head Waitress April 2016 to March 2018**

**KENTAFRIC LIMITED- NAROBI, KENYA**

* Verified that prepared food met all standards for quality and quantity.
* Prepared a variety of foods according to customers' orders or supervisors' instructions, following approved procedures
* Followed food safety procedures according to company policies and health and sanitation regulations.
* Prepared quality products while maintaining proper food safety practices, portion control and presentation within service goal times.
* Transport soiled dishes from the dining room to kitchen and depositing them in proper placing at the steward area.
* Maintained clean and safe environment, including in the kitchen, bathrooms, building exterior, parking lot, dumpster and sidewalk.
* Performed all position responsibilities accurately and in a timely manner.
* Communicated openly and honestly with the management

**Food service/ customer service March 2015 to March 2016**

**BUFFET PROPERTIES LIMITED – NAIROBI, KENYA**

* Suggest food and beverages-to be well served with the menu, method of preparation and accompaniments.
* Clean and polish Glassware.
* Maintain cleanliness and mise-en place at working station and service pantry for smooth operation.
* Obtain requested items from the storeroom.
* Assigned patrons to tables suitable for their needs and according to rotation.
* Set up tables in accordance with the restaurant policy.
* Clean all spillage during mealtime and removed dishes after service is completed.
* Maintain excellent grooming at all times.
* Executed daily production lists and goals.
* Greeted each customer with friendly eye contact.
* Performed all transactions in a cordial, efficient and professional manner.

PERSONAL DETAILS

Date of Birth : 21 July, 1995

Gender : Female

Nationality : Kenyan

Religion : Christian

Marital Status : Single

**PROFFESSIONAL QUALIFICATIONS**

**Diploma in Catering & accommodation Management Dec /2019**

**Technical University - Nairobi**

**Certificate in Food & Beverage production service April /2016**

**Technical University - Nairobi**

**St Barnabas High School 2011-2014**

**Kenya Certificate of Secondary Education**- **Kenya**

**References upon Request**