



## PROFILE

Exceptionally creative and resourceful Customer Service and F&B Professional I would like to combine my knowledge of the local populace in the field of food and service delivery and work for customer satisfaction while working in your respective organization as a dedicated and committed Head Waiter. I would fulfill all my duties with full honesty and effectiveness. I can serve the guests and work under the supervision of an effective Hotel Manager or Supervisor and develop my skills for the benefit of the organization

# DANIEL NJIHIA

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**ADDRESS:**

**Dubai Jumeirah Village Circle, Dubai , UAE**

## PROFESSIONAL WORK EXPERIENCE

**SENIOR WAITER, CASHIER & BARISTA**

**" DENIZ RESTAURANT " GREEK & TURKISH CUISINE**

**JUNE 2017 - PRESENTLY**

**DUBAI MARINA , DUBAI, UAE**



- Assisting guest with making choices in an informative and helpful fashion
- Delivered exceptional service by greeting and serving customers to increase restaurant sales .
- Consistently checked on customers to ensure satisfaction with each food course and beverages.
- Promptly served all food courses and alcoholic beverages to guests
- Answered questions about menu selections and make recommendations when requested.
- Served customers in a friendly and professional manner
- Regularly checked on guests to ensure satisfaction with each food course and beverages; Deliver food and beverages to any table as needed

**CAPTAIN WAITER**

**"RADISSON BLU DUBAI MEDIA CITY" 5 STAR HOTEL**

**JANUARY 2015 - MAY 2017**

**MEDIA CITY, DUBAI, UAE**



- To ensure that the service is at all times performed in a professional manner and to the style as specified by the Restaurant Manager.
- Coordinated with restaurant manager and performed all service as per requirement,
- Assisted all restaurant managers and organized various events to keep up the morale.
- Served all food and beverage as per hotel standards and within the required time; Maintained a neat and clean restaurant area at all times.
- Ensured compliance to all fire regulations and hygiene level required in the restaurant.
- Provided all customers efficient service at all times and cooperated with staff members for same.
- Provided quality training as per the required service standards.

## PERSONEL DETAILS

Date of Birth : 13.12.1991

Marital Status : Single

Nationality : Kenya

Visa Status : Employment

Notice Period : 1 Month

## LANGUAGES

ENGLISH - FLUENT

SWAHILI - NATIVE

ARABIC- BEGINNER

## KEY SKILLS

✓ Excellent

communication skills

✓ Active Listening skills

✓ Microsoft Office skills

✓ Presentation skills

✓ Professionalism &  
integrity skills

✓ Desire to learn

✓ Leadership & Team work

✓ Time Management

✓ Problem solving skills

✓ Interpersonal skills

WAITER

" ATLANTIS THE PALM "

"GORDON RAMSAY'S BREAD STREET KITCHEN" RESTAURANT

JANUARY 2012- DECEMBER 2014

ATLANTIS  
THE PALM. DUBAI

DUBAI, UAE

- Greet customers as they are seated at their tables and help them choose a meal that they will enjoy.
- Always strive towards best customer satisfaction.
- Memorize and present daily specials to customers to help sell new menu items or seasonal specialties.
- Know the ingredients of the meals on the menu and how they are cooked, and use descriptive words to encourage customers to order them.
- Remove used plates, cups, silverware and trash from the table after the customer leaves and prepare the table for the next customer.
- Check that customers are satisfied with their meal.
- Cash up bills and ensure that the correct amount has been paid.
- Administer change to tables if needed.

## INTERPERSONAL SKILLS

- Excellent verbal and written communication.
- Successful working in a team environment, as well as independently
- Always punctual with a strong work record.
- The ability to work under pressure and multi-task.
- The ability to follow instructions and deliver quality results.

## EDUCATION



Kenyatta University, Nairobi, Kenya 2006 - 2009

Faculty: Bachelor of Hospitality Management

Alliance High School, Nairobi, Kenya 2001-2005



REFERENCE : UPON REQUEST