



Kelvin Mochoki Mwaura
Customer Service/Food & Beverage Professional
Dubai, United Arab Emirates
Mobile: +971 525512867
E-mail: mwaurakevin80@gmail.com

Bio Data

Gender: Male

Date of Birth: 19th October 1992

Nationality: Kenyan

Languages: English and Swahili

PROFILE SUMMARY

Efficient, organised with over 3 years' experience and a record of working to very high standards. Proven literacy and numeracy skills – proficient user of MS Office, and Excels in collaboration, possesses a proven record of inspiring others in different environments. Manages diaries, meetings and events effectively, and am able to resolve difficult customers and food & beverage situations. Seeking a challenging role in a large company in order to develop and gain further skills. I am highly efficient and well established in administrative environments that are fast paced and challenging.

Key Competencies

- Communication skills.
- Highly trust worthy, discreet and ethical.
- Results driven, and confident.
- Typing skills.
- Good interpersonal skills.
- Sound IT skills.
- Good analytical and problem-solving skills.
- Prioritization skills,
- Equipment handling.
- Customer service skills.
- Self-motivation

PROFESIONAL ACADEMIC QUALIFICATIONS

NAIROBI AVIATION MANAGEMENT – 2012

Diploma in food production

NGERU HIGH SCHOOL - 2011

Kenya Certificate of Secondary Education

PROFESSIONAL WORK EXPERIENCE

November 2018 – May 2021- LA TERRASSE RESTAURANT & CAFE (Dubai)

Position – Waiter /Customer Service Consultant

- To Greet and escort customers to their tables.
- Present menu and provide detailed information when asked.
- Prepare tables by setting up linens, silverware and glasses.
- Inform customers about the day's specials.
- Offer menu recommendations upon request.
- Up-sell additional products when appropriate.
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages.
- Communicate order details to the Kitchen Staff.
- Serve food and drink orders.
- Check dishes and kitchenware for cleanliness and presentation and report any problems.
- Arrange table settings and maintain a tidy dining area.
- Deliver checks and collect bill payments.

November 2016 -March 2017 - CITY BURGER RESTAURANT (Dubai)

Position- Barista/Waiter

Duties and Responsibilities

- Take orders from customers of their desired food and beverages.
- Achieved quality results by ensuring that the customers are always happy.
- Resolved guest issues and completed special requests to ensure the satisfaction of the guests.
- Forecasted occupancy and generated discrepancy and allowance reporting.
- Responsible for settling guest accounts and all aspects of recordkeeping by overseeing and coordinating.

REFEREES: Will be provided upon request.
