



Name: Brenda Muthoni wambugu

Date of birth: 5/march/ 1997

Gender: female

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Visa: vist visa

CAREER OBJECTIVES

To work in a dynamic organization and be part of its success through application of my skills and competencies, and cooperation with others, while taking any opportunities available to develop through participation in organizational activities and training. These while observing and upholding the standards and regulations of the workplace.

1. PERSONAL ATTRIBUTES

- Hard working and self driven
- A team player and motivated by responsibility
- Fast learning and organised
- Innovative and hardworking

EXPERIENCE

FREEZ LAB ICECREAM (oct 2018 – April 2020)

Waitress/cashier

Duties and responsibilities

ACHIEVEMENTS

- Performed basic waiter responsibilities without disappointment
- Received over 5 exemplary service ratings reviews in one year
- Provided exemplary services gaining trust from loyal guests

- Commended for multitasking in the largest and busiest section in the restaurant during peak hours
- Achieved employee of the month three times following superior customer service performance and customer feedback
- Maintained consistent attendance throughout my tenure
- Managed cashiering records on micros and symphony
- Worked with over 15 multinational culture comfortably maintaining good relation and good communication
- Inducted and trained new comers guiding and coaching them until deployment stage
- Checked guests satisfaction to enhance guest experience
- Performed back of the house duties arranging and checking cleanliness
- Helped the guest on the menu choice, buffet and recommended as per the guests requirements
- Observed attention to details and communicates to colleagues on guests preferences through mails and verbal Communicated to chefs and colleagues on the guests feedback to enhance consistency

MOMBASA BEACH HOTEL 5* (Mombasa-kenya

DEC 2017– MARCH 2018

Receptionist

Duties and responsibilities

- Handling incoming calls and operating a switch board
- make, confirm and cancel guest reservations for 120 room hotel
- greet guests and efficiently complete the check in process including inputting and retrieving information from the computer, confirming guest details and selection of rooms
- demonstrate in-depth knowledge of the hotel including room details and rates, hotel services and facilities, promotions and the local area
- code electronic keys and relay baggage instructions
- liaise with housekeeping regarding room status
- handle guest inquiries and requests promptly and courteously
- research and resolve issues in a friendly and timely manner
- conduct guest check out ensuring accurate accounting of room and service costs
- compute bills and process payments
- maintain a tidy and neat front desk and reception area

EDUCATION

JAN 2016 – October 2017 * Technical University of Mombasa

Hotel management and hospitality

2012 -2015 – kenya High secondary school

Kenya Certificate of Secondary education

2003 -2011 - Magutu primary school

Kenya Certificate of Primary Education

SKILLS AND KNOWLEDGE

- Professional work ethic
- Multi tasking
- Excellent written and verbal communication skills
- Customer Service skills
- Ability to work independently and part as a team
- Capable of working in busy and high pressure
- Ms office knowledge

REFEREES :

Available on request