



Peninah Wambui

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Nationality: Kenyan

Gender: Female

Marital status: Single

Passport: A2323075

Profile

Looking forward to a successful career path that will allow me obtain the best in my creativity, innovation, open mindedness and hard-work while utilizing my knowledge, skills and experience gained while undertaking my duties as a Receptionist

Employment Experience

- **Ramla Supermarket** **November 2018 – Date**
Cashier
 - ❖ Scanning goods and ensuring pricing is correct
 - ❖ Collect payment in various modes (Cash/ Credit Cards)
 - ❖ Issue receipts, refunds, balance or tickets
 - ❖ Redeem coupons
 - ❖ Resolve customer complaints and provide relevant information
 - ❖ Maintain clean and tidy check out areas
 - ❖ Handle merchandise return or exchange

- **Big Square** **July – October 2018**
Cashier
 - ❖ Greeting all customers politely when they enter the restaurant.
 - ❖ Provide menu to the customer and records customer orders.
 - ❖ Transfer's orders to the kitchen to ensure their preparation.
 - ❖ Manage transaction with customers using pos.
 - ❖ Collect payment whether in cash or credit.

- **Café Vienna**
Waitress/ Cashier
Responsibilities

2017 –March 2018

- ❖ Escort customers to their tables and ensures they are settled comfortably
- ❖ Present customers with the menu, answer customer queries and make suggestions where necessary
- ❖ Inform patrons the restaurant's daily special
- ❖ Explain preparation and cooking methods as well as ingredients of various menu items
- ❖ Take orders and Serve customers promptly
- ❖ Responsible for collecting payments for customer purchases and giving appropriate change if any.

Education

- ✓ **Mount Kenya University** - September 2011- July 2014
❖ **Diploma in Hospitality Management**
- ✓ **Mount Kenya University** - September 2011-July 2012
❖ **Certificate in Hospitality Management**
- ✓ **Thika Technical Institute** - January - March 2012
❖ **Certificate in Computer Services**

Skills

- Communication Skills
 - ❖ Attentive Listener
 - ❖ Ability to remember customer needs
 - ❖ Ability to converse with customers on enquires so as to effectively meet their needs with little complication
- People Skills
 - ❖ Provide excellent Customer Service
 - ❖ High energy and diplomatic
- Working quickly
 - ❖ Ability to move swiftly without appearing to run or rush
 - ❖ High level of focus and attention
 - ❖ Attention to detail on prospective patrons and tables
- Multitasking
 - ❖ Ability to be attuned to the various levels of need each table or customer may have in a given moment
- Linguistic
 - ❖ Speak, English, Swahili and German

REFEREES

Available upon request