

**JACINTA WAITHERA NG'ANG'A**

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#### CAREER SUMMARY:

Skilled **Waitress** with over 3 years' experience serving guests in exclusive restaurants. Proven ability to handle food service from order taking and customer relationship management, to event support and health & safety. Committed to providing exemplary service to guests while demonstrating active communication and listening skills.

#### SUMMARY OF SKILLS:

- Team worker and able to adapt in highly dynamic and changing situations.
- Excellent communication and problem-solving skills.
- Experience of hospitality settings and customer relations.
- Ability to manage busy schedules, food service and daily restaurant operations.
- Takes strong self-initiative to resolve conflicts.
- Excellent knowledge of management best practices.
- Experience in Microsoft Computer Applications including MS Word, MS Excel, Outlook and PowerPoint.

#### PROFESSIONAL EXPERIENCE:

**Company: Decasa Hotel (Nairobi – Kenya);**

**01/2017 – 08/2021**

Position: **Waitress.**

Achievements/Tasks.

- Performed excellent guest service in a professional and courteous manner.
- Monitored guest satisfaction and assisted with new orders during meals which increased sales.
- Boosted sales and increased customer loyalty by demonstrating adequate knowledge about the menu items in terms of preparation, ingredients, and presentation.
- Introduced a new table placement and management solution hence leading to guest wait time reduction of 20%.
- Trained new waiters and waitresses on food handling and safety, as well as the sequence of service best practices of the restaurant.
- Enhanced the brand image and customer loyalty by promptly coordinating with other departments and bar staff to ensure continuity of service for guests in the restaurant.
- Maintained 90% customer service rating for 6 months in a row.
- Recommended perfect beer and meal pairings according to customer tastes and specials for the daily.
- Paid close attention to guests with special needs particularly infants, allergy, and dietary meals.

**Times Tower Residential Apartments (Nairobi, Kenya); 01/2014 – 11/2016**

Position: **Receptionist/Telephone Operator.**

Achievements/Tasks.

- Efficient management of the front office including answering phones, greeting guests, and all operational procedures.
- Daily handled 30+ inbound calls and transferred them to the required person after verification, as well as outbound calls to provide feedback about inquiries or updates.
- Exceeded customer service goals by 30% through resolving customer queries and complaints while complying with the community regulations.
- Implemented a new filing system to streamline front office operations that saved 12 hours of manual work and improved productivity by 25%.
- Supported management with diverse tasks including screening calls, email and calendar management, bill payment and arranging travel.
- Strictly observed company Occupational Health and Safety programs to promote a secure environment for both guests and residents around the workplace.
- Reduced costs of office supplies through maintaining accurate inventory tracking reports to prevent misuse/pilferage/losses.
- Promptly replenished office supplies to ensure continuity of processes in the office.
- Demonstrated efficiency in recording and distributing mails, parcels, messages, and visitors.
- Awarded “Employee of the month 05/2015” for contributing to the first impressions of the guests and for performing tasks to the highest standards.

**Company: Ecco Landmark Group (Dubai – UAE);      02/2010 – 11/2013**

**Position: Sales Consultant**

**Achievements/Tasks.**

- Ensured high levels of customer satisfaction through excellent sales service in the store.
- Acquired in-depth information about the products and services to give clear information to customers which increased customer loyalty and confidence.
- Engaged customers and potential clients in a professional manner that resolved queries about their wants/needs.
- Increased revenue monthly by 15% through upselling, cross-selling, and product promotions.
- Maintained a clean store and organized products on the shelves which increased the store attractiveness and ease of product visibility.
- Improved levels of customer service through proper coordination of selling and post sales activities on the shopfloor.
- Proposed adept shrink control through proper management of inventory which increased product availability and boosted net profits.
- Kept accurate records of inventory and ensured stocks were replenished for a continued business process.
- Achieved monthly sales targets for 3 consecutive months 03/2011, 04/2011 & 05/2011.

**AREAS OF EXPERTISE:**

-Customer service, -Order taking, -Complaint handling, -Health & Safety, -Table service, -POS system, -Multi-tasking, -Wine pairing, -Scheduling, -Critical Thinking, -Hospitality.

**EDUCATION:**

Kenya Certificate of Secondary Education.

REFERENCE: Furnished upon request.