

CURRICULUM VITAE

PERSONAL DETAILS

Names : Faith Kinya
Gender : Female
Nationality : Kenyan
Date Of Birth : 13th may 2001
Phone : +25457971691
Email : Wakiofaith23gmail.com
Languages : English and Swahili

PROFESSIONAL SUMMARY

Experienced and customer-centric waitress with an experience in the hospitality industry. Proven expertise in delivering exceptional service, adept at order accuracy, menu knowledge, and effective collaboration. Skilled in multitasking, resolving customer concerns, and enhancing dining experiences.

KEY COMPETENCY SKILLS

- ♣ Team Collaboration
- ♣ Conflict Resolution
- ♣ Attention to Detail
- ♣ Cash Handling
- ♣ Time Management
- ♣ Adaptability

EDUCATION BACKGROUND

INSTITUTION	YEAR	AWARD
Bechaid's Vocational Training	2020 - 2022	Diploma in Hospitality
Brighstar Academy	2015 - 2019	Kenya Certificate Of Secondary Education (K.C.S.E)
Mahiga Primary School	2007 - 2015	Kenya Certificate Of Primary Education (K.C.P.E)

CAREER & WORKING EXPERIENCE

Gistle Restaurant

Waitres

2023 – Date

Duties and Responsibilities

- Provide Exceptional Customer Service: Greet and seat customers, take orders, and ensure a positive dining experience by attentively addressing their needs and preferences.
- Order Accuracy: Accurately record and communicate customer orders to the kitchen, ensuring correct dishes are served promptly and as requested.
- Menu Knowledge: Proficiently describe menu items, answer questions, and make recommendations to help customers make informed choices.
- Table Maintenance: Set up and clean tables efficiently, ensuring they are properly arranged and clean for incoming customers.
- Hygiene and Safety: Adhere to food safety and hygiene standards, maintaining a clean and organized workspace to ensure a safe dining environment.
- Time Management: Efficiently manage time to balance customer service, table turnover, and various tasks throughout shifts.
- Multitasking: Manage multiple tables simultaneously, ensuring timely service and attending to customer needs promptly.

Mapple inn

Waitres

2022 – 2023

- Hygiene and Safety: Adhere to food safety and hygiene standards, maintaining a clean and organized workspace to ensure a safe dining environment.
- Time Management: Efficiently manage time to balance customer service, table turnover, and various tasks throughout shifts.
- Multitasking: Manage multiple tables simultaneously, ensuring timely service and attending to customer needs promptly.
- Menu Updates: Stay informed about menu changes and updates, ensuring you can provide accurate information to customers.
- Closing Duties: Perform closing duties such as cleaning and restocking, preparing for the next shift, and settling financial transactions.
- Reservations: Manage reservations, ensuring tables are prepared and customers are seated promptly.

HOBBIES

- ♣ Dancing
- ♣ Reading magazine articles and motivational books
- ♣ Listening to music
- ♣ Travelling
- ♣ Swimming
- ♣ Singing

REFEREES

Peter Kimotho

Mary Wambui

Supervisor

Supervisor

Mapple Inn

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