



MARYANN NDUTA

FOOD AND BEVERAGE ATTENDANT

CONTACT

+254 793534421

ndutam276@gmail.com

00100, NAIROBI KENYA

SKILLS

- Guest service
- Order accuracy
- Table assignments
- Guest satisfaction
- Point of sale
- Safe food handling
- Upselling
- Food presentation
- POS system operation

LANGUAGES

- English (Fluent)
- Swahili (Fluent)

PROFILE

- Adeptly enhanced beverage sales through tailored food and drink pairings, showcasing exceptional guest service and upselling skills.
- Leveraged POS system expertise and a keen eye for detail to ensure order accuracy and guest satisfaction, significantly contributing to the restaurant's success.

EDUCATION

AROBISCA TRAINING CENTRE

02/2024-10/2024

Certificate in professional barista

MAASAI SCHOOLS

2017-2021

KENYA CERTIFICATE OF SECONDARY EDUCATION -

GREENWOOD ACADEMY

2008-2016

KENYA CERTIFICATE OF PRIMARY EDUCATION

WORK EXPERIENCE

FAYS BISTRO KILIMANI

02/2024-10/2024

WAIT STAFF

- Increased beverage sales with food and drink pairing suggestions to suit unique customer preferences.
- Presented menus to patrons and answered questions about menu items, making recommendations upon request.
- Verified guest satisfaction with meals and suggested additional items to increase restaurant sales.
- Communicated with kitchen staff to stay updated on item availability and customer wait times.
- Greeted customers, answered questions and recommended specials to increase profits.
- Displayed enthusiasm and knowledge about restaurant's menu and products.
- Operated POS terminals to input orders, split bills and calculate totals.
- Cleaned tables and chairs to prepare dining area for next customers.
- Satisfied customers by topping off drinks and offering condiments, napkins and other items.
- Addressed complaints to kitchen staff and served replacement items.



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WORK EXPERIENCE

APOLLO POOLS AND SPA SERV

06/2023-06/2024

CUSTOMER SALES ASSISTANT

- Greeted customers upon entering the store.
- Answered customer inquiries in a timely and friendly manner.
- Demonstrated how products work and answered questions about them.
- Maintained cleanliness of sales floor and stockroom areas.
- Assisted with restocking shelves and straightening displays.
- Organized promotional activities such as contests and giveaways to increase sales volume.

GRASHY FINEST CATERES

01/2022-11/2023

WAIT STAFF MEMBER

- Provided excellent customer service to guests, ensuring they had an enjoyable experience.
- Prepared tables by setting up linens, silverware and glassware.
- Communicated effectively with customers regarding their inquiries or complaints.

REFERENCE

1. Alvin Githae
Manager
Grashy finest caterers
0704 551 326
2. Abdulrahaman hassan
Supervisor
Fays bistro and lounge
+254 748 010815
3. Charles Thairu
Manager
Apollo pools and spa services
0720 038 777

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