

**Sylvia Wairimu Kariuki,**

**Nakuru, Kenya.**

**Tel: 0791578370**

**Email: [sylvianymoh@gmail.com](mailto:sylvianymoh@gmail.com)**

April 26<sup>th</sup>, 2024.

**The Human Resource Department,**

**Ibis Styles, Westlands,**

**Nairobi, Kenya.**

Dear Sir/Madam,

**REF: OPPORTUNITIES WITHIN IBIS STYLES**

I am writing to express my interest in opportunities within your company's hospitality department. With a solid background in hospitality, including roles as a waiter, food and beverage controller at Luna Hotel, Oloika Country Club, Merica Hotel, and currently as a hot kitchen chef at Lexy's Restaurant, I am eager to further my career and bring my skills to a new environment.

Throughout my career, I have developed a passion for customer interaction and teamwork. These roles have not only refined my culinary skills but also instilled in me the importance of effective communication, organization, and problem-solving. I thrive in dynamic environments where collaboration is paramount, and I am confident that my experiences make me an asset to any team.

As a disciplined and dedicated team worker, I am committed to delivering excellence in every role I undertake. I believe in building positive relationships with both colleagues and customers, understanding that clear communication is essential for success in any endeavour. My ability to anticipate challenges, build rapport, and negotiate practical solutions has consistently contributed to the success of projects and initiatives.

I am particularly drawn to opportunities within your organization because of its reputation for its commitment to culinary innovation or its dedication to customer satisfaction. I am eager to bring my expertise to your esteemed organization and contribute to its continued success.

Enclosed is my resume, which provides further details about my professional background and accomplishments. I would welcome the opportunity to discuss how my skills and experiences align with the needs of your organization.

Thank you for considering my application. I look forward to the possibility of contributing to your team and am available at your earliest convenience for an interview.

Warmest regards,

Sylvia Wairimu Kariuki

# Sylvia Wairimu

Location: Nakuru, Kenya

Email: [sylvianymoh@gmail.com](mailto:sylvianymoh@gmail.com) | Mobile: +254791578370

## HOSPITALITY PROFESSIONAL SPECIALIZING IN CATERING AND ACCOMMODATION MANAGEMENT

Dedicated **hospitality professional** with a proven track record of excellence in **catering and accommodation management**. With **4 years** of experience in the industry, I have honed my skills in providing exceptional service, overseeing operations, and ensuring customer satisfaction. My expertise lies in creating **memorable culinary experiences, managing events of all scales, and maintaining high standards of quality and hygiene**.

As a detail-oriented professional, I **thrive in fast-paced environments**, adept at coordinating with diverse teams to deliver seamless events and guest experiences.

My passion for hospitality extends beyond mere execution; I am deeply invested in **fostering a positive work culture and cultivating strong relationships** with clients and colleagues alike. Through **effective communication, strategic planning, and a customer-centric approach**, I consistently contribute to the success and growth of the organizations I serve.

## PROFESSIONAL SKILLS

<b>Catering</b>	: Food Production, Food and customer Service, Culinary Techniques, Kitchen Management, Budgeting and Cost Controls
<b>Accommodation</b>	: Front Desk Operations, Customer Service, Customer Service, Housekeeping, Concierge Services, Property Maintenance, Revenue Management
<b>Events</b>	: Planning, Execution, Coordinating catering services
<b>Operational and Organizational Skills</b>	: Health and Safety Compliance, Time Management, Attention to Detail, Multitasking
<b>Soft Skills</b>	: Team Leadership, Problem-solving, Adaptability, Effective Communication

## EXPERIENCE

<b>Hot Kitchen Chef</b> <i>Lexy's restaurant</i>	Feb 2023 – Present <i>Nakuru, Kenya</i>
<ul style="list-style-type: none"><li>Produced a variety of <b>Mexican dishes</b> including burritos, quesadillas, cheesesteaks, beef and chicken burgers, tacos, and pizzas, <b>adhering to established recipes</b> and portion sizes.</li><li>Expertly prepared <b>salads</b> with fresh ingredients, emphasizing <b>taste, texture, and visual appeal</b></li><li>Assisted in <b>bookkeeping</b> tasks and <b>food cost control</b> measures to optimize profitability and minimize waste.</li></ul>	
<b>Sales Staff</b> <i>Bata Shoe Company</i>	April 2022 – Dec 2022 <i>Nakuru, Kenya</i>
<ul style="list-style-type: none"><li>Provided excellent <b>customer service</b> by engaging with shoppers, <b>understanding their needs, and offering personalized product recommendations</b> to enhance their shopping experience.</li><li>Maintained a <b>tidy and organized store environment</b>, ensuring optimal product visibility and accessibility for customers.</li><li>Designed and executed visually appealing shoe displays and store layouts to showcase merchandise effectively and <b>drive sales</b>.</li><li>Fostered <b>positive customer relationships</b> through attentive assistance, product knowledge sharing, and courteous interactions.</li><li><b>Collaborated with team members</b> to meet sales targets and contribute to the overall success of the retail operation.</li></ul>	
<b>Food and Beverage Operations</b> <i>Luna Hotel</i>	Jan 2021 – Feb 2022 <i>Nakuru, Kenya</i>
<ul style="list-style-type: none"><li>Delivering exceptional customer service and maintaining high standards of food and beverage quality.</li><li>Ensuring efficient service flow and <b>guest satisfaction</b>.</li><li>Managing <b>inventory control</b> and implementing efficient storekeeping practices.</li><li>Ensuring <b>accuracy in stock records</b> and timely deliveries.</li><li><b>Monitoring expenses</b> and identifying cost-saving opportunities.</li><li>Implementing strategies to <b>control food and beverage costs</b> while <b>maintaining quality</b>.</li></ul>	

- Overseeing housekeeping operations to maintain **cleanliness and orderliness**.

### Chef- Saucier Section

*Oloika country club*

Jan 2020 – July 2020

*Nakuru, Kenya*

- \* Proficiently **prepare a diverse range of sauces, gravies, and dressings** to complement various dishes, ensuring a harmonious blend of flavors and textures.
- \* Execute cooking techniques including **grilling, roasting, pan-frying, and sautéing** to perfection, resulting in delicious and visually appealing meat dishes.
- \* Maintain strict adherence to quality standards by ensuring **proper seasoning, cooking temperatures, and presentation of all meat dishes**, consistently delivering dishes of exceptional taste and appearance.
- \* Uphold impeccable standards of **cleanliness and organization** within the saucier section, meticulously following food safety protocols to guarantee a hygienic and sanitized work environment.
- \* **Collaborate seamlessly** with fellow kitchen staff to synchronize timing and workflow, contributing to the smooth and efficient operation of the kitchen and timely delivery of orders.

### Attachment

*Merica Hotel*

Aug 2017 – Nov 2017

*Nakuru, Kenya*

- Assisted in the **management of food production and service operations**, implementing strategies for cost control while maintaining quality standards.
- Assisted in the **front office, housekeeping, and laundry departments** to ensure efficient and effective hospitality services.

## EDUCATION

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### Rift Valley Institute Of Science And Technology

*Diploma in Catering and Accommodation Management*

Nakuru, Kenya

2016 – 2019

### Bahati Computer College

*Computer Proficiency Course*

Nakuru, Kenya

Jan 2016 – May 2016

## REFEREES

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### Referee 1

- \* **Name:** Fr Stephen Kimani Kariuki
- \* **Affiliation:** St Patrick Missionary Society
- \* **Title:** Voconation and Promotion Director
- \* **Tel:** 0791711471

### Referee 2

- \* **Name:** Dan Mutai
- \* **Title:** Principal
- \* **Affiliation:** Rift Valley Institute of Science and Technology.
- \* **Tel:** 0720668238
- \* **Email:** principal@rvist.ac.ke

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