

ISABELLA SAKWA ADENYA

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Personal Profile

I am a mature, result-oriented individual, always striving for excellence, and a team player with high regard for integrity and values. I am eager to learn at every opportunity and able to work under pressure with minimum supervision.

Key Skills

- ✓ A friendly, cheerful, and polite attitude
- ✓ Excellent customer service and relations
- ✓ Strong communication skills
- ✓ Teamwork and leadership abilities
- ✓ Cash handling and waitressing experience
- ✓ Ability to multitask in a fast-paced environment

Work Experience

1. 2018 – 2025 | Cronas Hotel

Chief Waitress

- Supervised and trained junior waitstaff
- Ensured excellent customer service delivery
- Coordinated daily restaurant operations

May – Oct 2017 | Parkroad Hotel, Nairobi

2. ***Waitress & Cashier***

Served customers and managed restaurant tables

Handled cash and processed customer transactions

3. Sept – Dec 2016 | The Rosslands Hotel

Waitress

- Delivered professional waitressing services
- Ensured guest satisfaction through attentive service

- Mar – Apr 2016 | The Clarion Hotel, Nairobi

4. *Industrial Attachment*

- Restaurant service
- Hot kitchen operations
- Stores management

5. Jan – Mar 2015 | Golf Hotel, Kakamega

Industrial Attachment

- Restaurant service
- Hot kitchen operations
- Banqueting support
- Stores management
- Laundry and housekeeping

Education

Education Background

1. 2012 – 2016: Diploma in Food and Beverage Production, Sales and Service Management
– Sang’alo Institute of Science and Technology (*Attained a Pass*)
2. 2009 – 2012: Kenya Certificate of Secondary Education (KCSE), Mumias Muslim Girls
Secondary School (*Attained Grade C Plain*)
3. 1998 – 2008: Ebubaka Primary School, Kenya Certificate of Primary Education (KCPE)
(*312/500 marks*)

References

1. The Human Resource Manager
Clarion Hotel
P.O. Box 5247-00506, Nairobi
0721 485024
2. The Human Resource Manager
Golf Hotel
P.O. Box 118-50100, Kakamega
0707 288394

3. Florence Maleche
Chief of Catering, Rosslands Hotel
0722 296709
4. Director
Cronas Hotel
0722 375163