

ABIGAEL

Kenya

Professional Statement

Dedicated and customer-oriented hospitality professional with over 2 years' hands-on experience in food and beverage service, banqueting, and guest relations. Proven ability to deliver exceptional service, exceed sales targets through upselling, and contribute to successful team operations. Seeking to leverage skills in a dynamic hospitality environment.

Experience

BANQUETING WAITRESS CASUAL| PANARI HOTEL NAIROBI FROM – DEC 2024-TO DATE

- Setting up buffet lines, serving stations, and table arrangements according to event layouts.
- Coordinated with kitchen team to meet special dietary needs and event timing.
- Delivered food and beverages efficiently, ensuring a clean and welcoming atmosphere.
- Responded promptly to guest requests and managed complaints professionally.

FOOD AND BEVERAGE ATTENDANT| WINDSOR GOLF HOTEL AND COUNTRY CLUB | NAIROBI FROM JAN 2023– NOV 2024

- Welcomed guests, presented menus, and recommended food and beverage items.
- Took and processed orders accurately, maintaining high service standards.
- Consistently upsold menu items, helping exceed daily and weekly sales targets.
- Maintained clean, polished glassware and utensils for daily service.

Key Achievements:

- Awarded a commendation Letter for Excellent Service – 2023
- Retained after internship based on outstanding performance

INTERN FOOD AND BEVERAGE SERVICE AND PRODUCTION | WINDSOR GOLF HOTEL AND COUNTRY CLUB | FROM SEP 2022– DEC 2022

- Assisted service staff during busy periods and events.
- Helped manage guest satisfaction and table turnover during peak hours.

ATTACHMENT FOOD AND BEVERAGE SERVICE AND PRODUCTION RUIRU GOLF CLUB| FROM FEB 2022 –APR 2022

- Supported kitchen prep and food service operations.
- Ensured food hygiene and timely delivery of orders to guests.
- Participated in setting up events and assisted with customer service during functions.

Education

CASCADE INSTITUTE OF HOSPITALITY | THIKA FROM SEP 2019– DEC 2022

Diploma in hospitality and tourism

Major: hospitality and tourism

MAGENKA HIGH SCHOOL | MERU SOUTH FROM 2014– 2018

Key Skills & Abilities

LANGUAGES SPOKEN

- English
- Swahili

LEADERSHIP

- Team leader

HOBBIES/INTERESTS

- Volunteering
- Learning new languages
- Meeting new people