

ABRAHAM

Kenya

Professional Statement

Dedicated and attentive waiter with a proven track record of providing exceptional customer service in fast-paced environments. Skilled in anticipating guest needs and ensuring a positive dining experience.

Fueled by an unwavering passion to the industry, currently eagerly seeking out new challenges, relishing the opportunity to acquire fresh skills and immerse myself in diverse cultural environments. My exemplary track record underscores my proactive approach, unwavering reliability, and innate ability to collaborate seamlessly within teams, all while shouldering responsibilities with utmost diligence.

My profound eagerness to contribute, coupled with steadfast nature, unequivocally positions as an invaluable asset to any team.

Experience

WAITER | HERMINGWAYS HOTEL | KAREN-KENYA APR 2024 – TO DATE

- Take orders from customers, assist customer with menu selections and provide recommendations.
- Serve food and beverages to customer in a presentable and appealing manner. Ensure that plates and glasses are clean and well-presented.
- Set up tables and clean linens, utensils, and condiments for the next customers, ensure that plates and glasses are clean and well presented. Clear tables and used dishes and utensils promptly.
- Provide assistance with menu selections and offer recommendations. Suggest additional items, such as appetizers, desserts, or drinks, to enhance the customers dining experience and to promote special promotions or menu items.
- Process guests' payments, handling cash transactions, operating POS (Point of Sale) systems, and reconciling cash drawers at the end of shifts.

Achievements:

- I was voted as the best seller as an intern having generated 70% sales and also in February staff meeting
- I was tasked in leading and supervising all interns

HEAD WAITER | THE GASTRONOME | RIDGEWAYS-KENYA JAN 2018 – DEC 2022

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g., about portions, ingredients, or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders

WAITER | WINDSOR GOLF HOTEL | NAIROBI- KENYA SEP 2016 – DEC 2017

- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses, and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g., parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests
- Maintain knowledge of menu items, ingredients, and preparation methods to answer customer questions accurately.
- Assist in training new staff members by providing guidance and support to ensure high standards of service.
- Handle special requests and dietary restrictions with care and attention to detail.

WAITER | OAK PLACE HOTEL | NAIROBI-KENYA JAN 2014– AUG 2015

- Serve food and drinks to customers in a professional and courteous manner.
- Handling customer inquiries and complaints professionally and in a good manner.
- Periodically check on guests to ensure satisfaction with the meal.
- Present bills and process customer payments accurately.
- Handle cash, credit cards, and other forms of payment.
- Set tables with appropriate utensils, glassware, and napkins.
- Clear tables efficiently after guests leave and reset for the next customers.
- Managing tabs for customers who open accounts.
- Organizing and maintaining a tidy work environment.
- Collaborating with other staff members, such as servers, kitchen staff, and management, to ensure efficient operations.

Education

International Hotel and Tourism Institute | Kyuna Crescent-Nairobi Jan 2023 – Apr 2024

Higher National Diploma in International Hospitality Management Food and beverage

Singorwet High School | Bomet- Kenya

KCSE 2009 – 2012

KCSE grade - C

Key Skills & Abilities

- Excellent Customer Service
- Good Communicator
- Problem Solver
- Team Player

Language

- Spanish – Starter
- English -Good

Leadership

- Head waiter in Gastronome
- Captain in The Gastronome ltd
- General Manager in our final event in International Hotel and Tourism Institute
- Shift Leader to all interns at Hemmingways Hotel

Hobbies/interests

- Food photography
- Food blogging
- Travelling to explore multiple cultures