

NANCY

COUNTRY: KENYA

Professional Statement

I am an attentive and reliable hospitality professional with 4 years of experience supporting fast-paced dining environments. Known for strong multitasking, communication, and teamwork skills, paired with POS system familiarity and a positive guest-focused attitude. Eager to contribute effectively as an Assistant Waitress and help elevate the overall dining experience.

ASSISTANT WAITRESS | FAIRVIEW HOTEL | NAIROBI JAN 2023 - APR 2025

- Preparing and maintaining assigned stations by setting tables, arranging silverware, napkins, condiments, and linens.
- Refilling beverages, condiments and assisting with serving orders and food delivery when servers are busy.
- Transporting dirty dishes and utensils to dishwashing area while clearing spills promptly and maintaining cleanliness.
- Restocking and replenish server stations with essential supplies like utensils, glassware, napkins, linens, condiments and trays.
- Maintaining overall dining area hygiene including restrooms, floors, spill clean-up, and general tidiness, while adhering to sanitation standards.
- Assisting with guest interactions where applicable, responding to minor requests and escalating concerns to supervisors.
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STEWARDED | IBIS STYLES | NAIROBI MAY 2021 - DEC 2022

- Maintained cleanliness and sanitation of kitchen and dining areas to comply with health and safety regulations.
- Managed the collection, washing, and proper storage of utensils, cookware, and tableware to ensure readiness for service.
- Coordinated with kitchen staff and wait staff to ensure timely and efficient service during busy hours.
- Assisted in monitoring inventory levels of cleaning supplies, detergents, and kitchen equipment, placing orders as needed.

Education

COOPERATIVE UNIVERSITY OF KENYA | NAIROBI MAY 2022 - DEC 2024

DIPLOMA

DIPLOMA IN PROJECT MANAGEMENT

MAZERUS GIRLS, MOMBASA | MOMBASA JAN 2017 - APR 2021

Certificate of secondary education
High School.

Key Skills & Abilities

LANGUAGES SPOKEN

- English
- Swahili

LEADERSHIP

Anticipating needs like restocking napkins, refilling bread, or preparing service areas before they're needed to ensure smooth operation.

HOBBIES/INTERESTS

- Cooking or Culinary Exploration.
- Travel & Cultural Exploration
- Fitness activities
- Reading
- Team building
- Organizing and cleaning