

# EDITH

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**KENYA**

## Professional Statement

Highly motivated and customer-oriented hospitality professional with over 8 years of experience in restaurant service, kitchen assistance, and sales. Adept at providing top-tier service in fast-paced environments while maintaining high standards of cleanliness and organization. Possesses strong communication, multitasking, and problem-solving skills. Experienced in both front-of-house and back-of-house operations, including reception duties, beverage service, and event setups. Seeking an opportunity to leverage my expertise in customer service and hospitality in a dynamic establishment.

## Experience

**KITCHEN ASSISTANT & RECEPTION RELIEF | A&K | NAIROBI**

**2023 – TO PRESENT**

Key responsibilities: -

- Serving clients drinks as requested.
- Assisting in stock taking and inventory management.
- Setting up drinks for office events and gatherings.
- Preparing daily lunch setups for directors and clients.
- Handling early morning full breakfast setups.
- Ensuring cleanliness and presentability of the workstation.
- Covering reception duties when the team is away for company meetings, handling calls, and assisting visitors.

**WAITRESS & HOSTESS | LOUNGE254 | NAIROBI**

**JAN 2021 – DEC 2022**

- Provided excellent customer service to ensure guest satisfaction.
- Assisted with order taking and food/beverage service.
- Maintained cleanliness and organization of the dining area.
- Served drinks and managed bar operations efficiently.

**WAITRESS & HOSTESS | ASMARA BAR AND RESTAURANT | NAIROBI**

**FEB 2019 – NOV 2020**

- Assisted in food preparation and excellent customer service.
- Took customer orders and ensured timely service.
- Assisted in setting up dining areas for smooth operations.

**STOCK TAKING BARMAID | MINOSO JAPANESE RESTAURANT**

**APR 2016 – DEC 2018**

- Greeted and seated guests, ensuring excellent customer experience.
- Managed stock taking and inventory control for the bar.
- Served drinks and managed bar operations efficiently.

## **Education**

### **BISHOP OKOTH MBAGA GIRLS | KISUMU**

**FEB 2011 – TO NOV 2014**

- Kenya Certificate of Secondary Education (K.C.S.E)

### **KARAPUL PRIMARY SCHOOL | LOCATION**

**JAN 2003 – TO DEC 2010**

- Kenya Certificate of Primary Education (K.C.P.E)

## **Key Skills & Abilities**

- Excellent customer service and hospitality skills.
- Strong multitasking and organizational abilities.
- Ability to handle high-pressure environments with efficiency.
- Stock taking and inventory management.
- Front desk and reception coverage.
- Excellent communication and interpersonal skills.
- High level of cleanliness and attention to detail.
- Flexible and adaptable to new work environments.

## **LANGUAGES SPOKEN**

- English
- Swahili

## **LEADERSHIP**

- Team Lead – Kitchen Operations | ALK | 2023 – Present

## **HOBBIES/INTERESTS**

- Travelling
- Socializing
- Cooking