

JANE

KENYA

Professional Statement

I am a dedicated and eager waitress intern with a strong passion for delivering exceptional customer service. Currently gaining hands-on experience in a fast-paced hospitality environment, I am committed to enhancing my skills in guest relations, teamwork, and restaurant operations. I am enthusiastic about contributing to a positive dining experience and further developing my professional abilities in the hospitality industry. I aim to achieve my career goal of becoming a Certified Sommelier and a top-tier Event Planner and Manager.

Experience

F&B SERVICE ATTENDANT | EMBASSY OF FINLAND, NAIROBI DEC 2025 – TO DATE

- Provided formal and discreet food and beverage service to diplomatic personnel and high-profile guests during official functions and daily operations.
- Maintained strict adherence to service protocols, professional etiquette, and presentation standards required in a diplomatic environment.
- Assisted in the preparation and breakdown of service areas for various embassy events and receptions.

JUNIOR WAITRESS | ALLIANCE FRANCAISE, NAIROBI NOV – DEC 2025

- Provided attentive and discreet service to guests during high-volume events.
- Expertly managed all pre-service tasks, including setting up tables, arranging cutlery, and ensuring all beverage stations were organized and fully stocked.
- Coordinated effectively with kitchen and service teams to ensure prompt and accurate delivery of food biting's.

BANQUETING & EVENTS INTERN | THE SAROVA STANLEY, NAIROBI MAY – JUN 2025

- Assisted in setting up event venues according to function briefs and guest requirements.
- Supported coordination with service and kitchen teams for timely delivery.
- Helped in guest service during events and ensured smooth flow of operations.

JUNIOR WAITRESS | FAIRMONT THE NORFOLK, NAIROBI JUL – SEP 2024

- Assisted senior wait staff during the prestigious 4x4 Iconic Food Tasting Event.
- Provided attentive guest service, anticipating needs and delivering personalized attention.
- Assisted with multi-course meal service, ensuring proper sequence and pacing.

- Worked alongside a professional team to deliver service that matched the high reputation of Fairmont Hotels.

Education

BOMA INTERNATIONAL HOSPITALITY COLLEGE IN PARTNERSHIP WITH BUSINESS & HOTEL MANAGEMENT SCHOOL (BHMS), SEPTEMBER 2023 – NOVEMBER 2025

- Diploma in International Hospitality Management

ST. ANGELA KIRIA-INI GIRLS JANUARY 2019 – DECEMBER 2022

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

Key Skills & Abilities

LANGUAGES SPOKEN

- English

LEADERSHIP

- Led the entire sales and marketing strategy for a major class event, including coordinating ticket pricing, sales tracking, and promotional campaigns to drive attendance.
- Trained junior staff and assigned daily tasks as a Housekeeping Supervisor Intern, ensuring strict adherence to brand quality and safety protocols.
- Served as House Secretary (2020-2022), responsible for taking and maintaining official records, organizing house meetings, and ensuring effective internal communication.

HOBBIES/INTERESTS

- Learning new recipes.
- Attending local food and wine festivals.
- Attending networking events.
- Swimming.