

FRED

KENYA

Professional Statement

A passionate waiter dedicated to delivering exceptional dining experiences. Skilled in providing attentive service, understanding guest needs, and creating a welcoming atmosphere. I am committed to ensuring customer satisfaction through professionalism, efficiency, and a genuine enthusiasm for hospitality. Eager to contribute to a team that values quality service and memorable moments while at the same time advancing in my career.

Experience

Food & Beverages | Sarova Stanely | April 2021 – December 2024

- Provided menu recommendations and upsold when appropriate (e.g., wine pairings, specials) to enhance guest experience and drive revenue.
- Monitored guest satisfaction during the meal: refill drinks, clear finished plates, attend to requests, resolve or escalate complaints courteously.
- Ensured table settings are impeccable: prepare mise-en-place, set and polish linen, glassware, silverware, condiments; reset tables promptly after guests depart.
- Maintained cleanliness, organization and aesthetic presentation within the dining area, service station and surrounding zones — including sweeping, mopping, polishing, restocking.

Waiter | Nels Caterers | On Call Basis

- Supporting banquet, conference and event service setups (e.g., large groups),
- Assisting with Event Setup: Helping to set up tables, decorations, and equipment
- Adhering to Safety and Hygiene Standards procedures to ensure a clean and safe environment
- Presenting menus and taking Orders
- Delivering meals, drinks, and other items promptly and politely, ensuring presentation and quality
- Check in with guests during their meal to address any needs or concerns and provide excellent service
- Coordinating with the service team to ensure smooth service

Education

University of Nairobi | 2014 – 2018

Bachelor of Commerce -Procurement

University of Nairobi | 2012 – 2013

Diploma in Human Resources

College of Management Sciences |2012

Basic Computer Skills

Manyenya High School | 2008 - 2012

Kenya Certificate of Secondary Education

St George Academy | 1999 – 2007

Kenya Certificate of Primary Education

Key Skills & Abilities

- Languages Spoken: English
- Communication skills
- Customer Service Skills
- Food & Beverage Skills
- Attention to details
- Team player
- Adaptable and flexible
- Time management skills

Hobbies

- Travelling
- Reading Novels
- Swimming