

CHRISTINE

KENYA

Professional Statement

A dedicated and service-driven Food and Beverage professional with hands-on experience in hotel operations and large-scale event service. I have trained at Tamarind Tree Hotel Nairobi, Boma Hotels Nairobi, and Radisson Blu Arboretum Nairobi, gaining strong practical skills in high-standard hospitality environments. My experience serving VIPs, international delegations, and large crowds has strengthened my ability to work efficiently under pressure and adapt quickly to diverse service settings. I have served at major events such as GITEX 2025, Global Encounters Festival, and Airshow 2025, and I am recognized for my reliability, strong communication skills, and passion for enhancing guest experiences. I bring value through my adaptability, cross-cultural communication skills, and ability to maintain high service standards in dynamic, fast-paced environments. My career goal is to grow into a leadership role where I can contribute to large-scale international hospitality operations, support high-performing teams, and consistently deliver exceptional guest experiences.

Experience

F&B Attendant | Dubai World Trade Centre | Dubai

April 2025- January 2026

Duties:

- Served diverse guests including Royal Emirates, VVIP Emirates, diplomats, government delegations and international attendees ensuring hospitality standards were met.
- Accurately operated POS systems to enter orders, process cash and card payments, split bills, issue receipts, and close checks.
- Demonstrated strong menu knowledge to guide guests, upsell items and handle special requests.
- Assisted in buffet set ups, table arrangements, banquet layout and high-volume service operations for events with hundreds to thousands of guests.
- Contributed to successful execution of international exhibitions and events by maintained a teamwork and adaptability.
- Led and guided service staff during busy event operations.
- Applied strict hygiene and food safety

Food & Beverage Intern | Radisson Blu Arboretum | Nairobi

March 2024 – August 2024

Duties:

- Assisted in daily operations including, table set up, order taking, food running, clearance guest communication and maintained a clean and organized service environment.

- Worked closely with kitchen, bar and supervisory teams to ensure smooth flow of service followed strict hygiene, safety and service protocols while working in a fast-paced environment.
- Supported both al carte and buffet service.
- Prepared venues for events setups and decorations.
- Processed orders using the POS system.

Hospitality Intern | Tamarind Tree Hotel | Nairobi |

January to April 2022

Duties:

- Trained across food and beverage, front office, housekeeping and stores gaining a well-rounded understanding of hotel operations and guest care.
- Gained hands on experience in guest check in /check out procedures, reservation handling, and customer interaction while training in front office
- Supported housekeeping in room preparations, cleaning procedure, linen management and maintaining brand cleanliness standards.
- Built confidence in handling guest queries professionally, managing tasks efficiently and maintaining a high-level hospitality service.

Customer Service & Social Media Manager | Myrelle Collection | Nairobi | March 2026 to date

Duties:

- Assisting customers and providing excellent customer service
- Upselling and promoting products
- Managing social media accounts and creating engaging content
- Responding to customer inquiries both online and in-store
- Supporting marketing campaigns to increase brand awareness and sales
- Maintaining positive customer relationships and business growth

Education

Boma International Hospitality College |
2024

May 2022 to November

Diploma in International hospitality management.

Kabare Girls' High School |
2022

January 2018 to March

Kenya Certificate of Secondary Education.

Alber School
2017

January 2010 to Nov

Kenya Certificate of Primary Education.

Key skills and Abilities

- Teamwork.
- Utilizing Micros POS posting of guests' orders and issuing bills.
- Event planning: happy hours, themed nights, special promotions.
- Mixology skills.
- Proficiency in Microsoft excel and word.

- Customer service.
- Attention to details.
- Upselling techniques.
- Cultural awareness.
- Supervisory skills.
- Handling simultaneous orders and transactions in fast paced environment.
- Back area functions< mis en place and set up>.
- Food safety Knowledge.

Languages: English

Leadership

Led a team of 10 casual staff members in Dubai world trade centre during Exhibition like Gitez 2025, Gulf food, ICOM 2025 and Beauty World Middle east. During this period, I was responsible for: supervising and coordinating team members by assigning roles and ensuring everyone understands their duties, while also delivering excellent guest service by welcoming and assisting visitors professionally. I conducted briefings and communicated expectations and motivated the team, monitored service quality to maintain high standards, and handled any problems or complaints efficiently. Additionally, I managed time and workflow to ensure smooth operations, coordinate with event organizers and vendors, maintain cleanliness and proper presentation of the venue and staff, oversee stock and supplies to avoid shortages, and provide reports and feedback after the event to improve future performance.

- Served as a bar manager during African cuisine an event while in my final year as a student in Boma Hospitality College where I gained leadership skills. I am recognized for my reliability, strong communication skills, and a genuine passion for improving guest experiences.

Hobbies/Interests

- Reading.
- Travelling.
- Exploring new cultures