

CURRICULUM VITAE

PERSONAL DETAILS

Name; Elizabeth Masaka

Id no; 37519517

Nationality; Kenyan

Religion; Christian

Status; Single

Email address;lizzmasaka@gmail.com



Personal Profile

My main objective is to work in an organization which will not only provide me with a rewarding and enriching experience but will also give me an opportunity to display my skills and allow me to grow professionally. I am very responsible and mature thinking individual with 1 year experience in a waitress job. I am hardworking, honest and a good time keeper, who is always willing to learn new skills. I am friendly, helpful and polite. I am able to work independently in a busy environment and also work well under pressure. I am outgoing and tactful and able to listen effectively when solving problems.

SKILLS

- Strong customer serving skills, including accessing customer's needs, adhering to quality standards, evaluating customer satisfaction and making proper adjustments or corrections
- Patient and compassionate when serving the customers, making them feel at home
- Excellent active listening skills and ability to give my complete attention to customers during busy times.
- Serving drinks and food orders promptly
- Demonstrated service orientation; always looking for opportunities to serve customers and assist other employees
- Coordinating my responsibilities to ensure a smooth flow of service

Working experience

Food server

Dec 2018- Jan 2019

- Take orders from and serve food and beverages to customers
- Perform consistency check-ins with customers to ensure satisfaction and address complaints swiftly
- Answering questions about menu and make recommendations when appropriate or requested
- Prepare appetizers, salads, and cold dishes
- Communicate with kitchen staff directly and via computers

Academic Background

2018-2020

Institute of advanced technology (IAT) - Diploma in Business & Information Technology

2014-2017

Jomo Kenyatta girl's high school - High School Diploma (KCSE)

2008- 2015

Umoja primary school - Kenya Certificate of Primary Education (KCPE)

HOBBIES

Cooking

Reading magazines and books

Volunteering in community services

REFEREE

Samson Mwachia - SUPER GREAN RESTAURANT
SUPERVISOR - TEL; 0704898312

