



## Karen Kathure

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### Objective

To deliver a high standard support service to an organization or team and enhance their output in a joint effort to maximize client satisfaction, and look forward to learning and growth within the organization

### Experience

- **Sodexo-Teyseer** July 2014 - Jan 2016  
Waitress
  - Provide excellent customer service to guest.
  - Follow all relevant health department regulations.
  - Greeting customers and escorting them to their tables.
  - Present menu and provide detailed information when asked.
  - Prepare tables by setting up lines, silverware and glasses.
  - Inform customers about the day's special.
  - Offer menu recommendations upon request.
  - Up-sell additional products when appropriate.
  - Take accurate food and drink orders, using the POS ordering software, order slips or by memorization
  - Deliver checks and collect bill payments.
- **Sodexo- Teyseer** Feb 2016 - Jan 2017  
Cashier
  - Collect cash, checks, and credit card payments from customers
  - Process receipt of payment and disbursement accurately and efficiently
  - Issue receipts to customers
  - Deal with returns and refunds within company rules and regulations
  - Maintain cash control over register drawer and verify amounts are correct
  - Answer customer questions as they arise
  - Help with other tasks as needed including managing shelves, tracking inventory, and keeping
- **Sodexo-Teyseer** Feb 2017 - July 2018  
Asst. Storekeeper
  - Plan, organize and control stores/ stock in a professional manner.
  - Handle stock intake and ensure the physical and theoretical stock are accurate
  - Responsible for managing goods from the store and ensure the right amount is issued according to order given.
  - Monitor the temperature in both the chiller and freezer and making sure they are in the correct temperature at all time
  - Responsible for managing Stock orders of goods that have ran out in the store.
  - Responsible for ensuring the employees working inside the stores understand their jobs and are in the correct PPE

- **Sodexo-Teyseer**  
Office Administrator
  - Communicates with relevant agencies to produce travel itineraries for business directors and employee events
  - Arranges meetings by scheduling appropriate meeting times, booking rooms, and planning refreshments
  - Manages correspondence by answering emails and sorting mail
  - Assists in planning and arranging events, including organizing catering
  - Handles expenses and billing cycles
  - Manages reception area and looks after visitors
  - Answers phone calls and transfers them as necessary
  - Drafts, formats, and prints relevant documents
  - Maintains stock lists and orders office supplies as needed
  - Manages staff expense requests
  - Interacts with directors and carries out their requests
  - Creates agendas and takes meeting notes
  - Assists in purchase orders and invoicing
  - Maintains accurate records for employee holiday requests
  - Manages outgoing post and records data on special deliveries
  - Photocopies and files appropriate documents as needed
  - Attends workshops and conferences when requested
  - Responsible for managing website functions and social media profiles

Oct 2021 - Nov 2022

- **UNICAF University**  
Receptionist
  - Great and welcome guest as soon as they arrive at the office
  - Direct visitors to the appropriate person.
  - Answer, screen and forwarding calls.
  - Ensure reception area is tidy and presentable.
  - Provide basic and accurate information in-person and via phone/mail.
  - Receive, sort and distribute daily mail deliveries.
  - Maintain office security by following safety procedures and controlling access the reception desk.
  - Order front office supplies and keep inventory of stock.
  - Update calendars and schedule meetings.
  - Arrange travel and accommodation, and prepare vouchers.
  - Keep updated records of office expenses and cost.
  - Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.

## Education

- **Icon Training Institute**  
Administration with Secretarial and Front Office Management  
A 2019
- **Fourth Dimension College**  
Computer Studies  
A 2009

## Skills

- Customer Service
- Communication Skills
- Secretarial Skills

- Attention to Details
- Multitasking
- Decision Making

## Reference

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- **Cyril Roymacaulay - "Sodexo-Teyseer Services "**  
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