



MARY WAMBUI NYAGA

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PERSONAL DETAILS

YEAR OF BIRTH: 11TH AUGUST, 1995

PLACE OF BIRTH: NAIROBI

NATIONALITY: KENYAN

GENDER: FEMALE

LANGUAGES: ENGLISH, KISWAHILI, BASIC GERMAN, CHINESE, ARABIC

PASSPORT NUMBER: AK1154965



PERSONAL ATTRIBUTES

I am a self-driven; result oriented, always striving for continued excellence, motivated and a team key player with high regards for the values of integrity. I am also reliable and steadfast in meeting objectives and strict deadlines.

I am eager to learn at every opportunity even in a challenging environment. In addition, I pay attention to details and can work above normal time schedule to ensure target goals are achieved both individually as well as a team.

CAREER OBJECTIVE

-To serve my employer to the best of my ability and knowledge under any favorable conditions to meet the client's needs.

To work in an environment spurred by team work, setting goals and striving towards attaining organization's objectives.

SKILLS AND COMPETENCES

- **Planning and Organizing:** Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a fast-paced environment and in a timely and professional manner.
- **Flexibility and Adaptability:** I am a flexible team player who thrives in environments that require ability to effectively prioritize and juggle multiple concurrent tasks. I am also very positive, resilient, and open to new ideas.
- **Multitasking, Prioritizing and Decision making:** A successful track record in multitasking, setting priorities; keen analytic, organization and problem-solving skills which support and enable sound decision making
- **Leadership and Management Skills:** Proven ability to Lead and manage operations to deliver a culture that supports and provides high end services to meet approved service standards.
- **Communication Skills:** I am an excellent communicator, attentive listener who effectively conveys information both verbally and in writing.
- **Knowledgeable:** possess advanced knowledge of the food and beverage preparations that enable me to make informed recommendations to clients and upscale services in the long run.

WORK EXPERIENCE

MOVENPICK HOTEL AND RESIDENCE

Position: waitress

duration:1 YEAR

Responsibilities:

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Collect payments whether in cash or credit.
- Posting and closing of bills.
- Redeem stamps and coupons.
- Resolve customer complaints, guide them and provide relevant information.

VILLA ROSA KEMPINSKI**Position: waitress****duration:3YEARS****Responsibilities:**

- Prepare tables by setting up linens, silverware, and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using the POS System.
- Communicate order details to the Kitchen Staff
- Serve food and drink orders

BEST WESTERN**Position: waitress****duration:1 yr****Responsibilities:**

- Making menu recommendations, answering clients' questions or any concerns
- Taking orders and accurately communicate to the kitchen staff
- Delivering checks and collecting bill payments
- Arrange and setting tables to ensure a crisp dining area
- Upselling additional products when appropriate
- Offer customer service support when need arises
- Involvement in outside catering from time to time.

EDUCATION

2019 : **Kempinski Academy**
 Award : certificate of participation

2016 – 2018 : Kenya Utalii College
 Award : certificate of Food and beverage

2014– 2015 : HURUMA GIRLS.
 Award : certificate of K.C.S.E Grade

2010 – 2011 : MT KENYA PLAINVIEW
 Award : certificate of K.C.P.E

INTEREST/HOBBIES

- Socializing
- Reading motivational books
- Travelling
- Music

REFEREES

1. Silas Kongo
 Asst Food and beverage Kempinski Nairobi
 0725576263
Silas.kongo@kempinski.com

2. Salim Ngome

View restaurant manager

0793843313

salimngome@movenpick.com