CURRICULUM VITAE

*****PERSONAL DETAILS***

Name**;** Elizabeth Gombe

Id no; 39514060

Nationality; Kenyan

Religion; Christian

Status; Single

Phone NO;0790373209

Languages; English and Kiswahili

***Personal Proﬁle***

I am a dedicated waitress with 1 year of experience in food industry committed to providing helpful, fast, and accurate service to customers. I demonstrate active listening and good communication skills to ensure customers are satisfied and happy. I am a good team player striving to deliver the highest quality service alongside food service staff.

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 2020- present***

* 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***

*2016 – 2019*

NJORO GIRLS HIGH SCHOOL

High School Diploma (KCSE)

*2008– 2015*

NEW LIFE AFRICA INTERNATIONAL SCHOOL

Kenya Certiﬁcate of Primary Education (KCPE)

***HOBBIES***

Cooking

Reading magazines and books

Volunteering in community services

**Referees**

Ingrid Kwamboka Kamwana

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