



Peter warachi
Mumbi
Waiter

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📍 Kiambu, Kenya

SUMMARY

Personable and responsible individual with over 10 years of experience. team player and customer etiquette attitude and strong work ethics. self motivated in serving others and strong attention to detail. maintains a high professional attitude while providing consistent and quality service. hard working and we'll able to work for long hours, different shifts day or night, ensuring a high quality of customer experience.

EXPERIENCE

Customer experience agent

RKH QITARAT

09/2022 - 12/2022

- Establish, develop and maintain positive customer relationship.
- provide directions to tourist explaining to them beat stations to use while going to different destinations
- Guide and assist customers in and out of metro stations.
- provide world class effort to all my customers for satisfactory services.
- promote and safe guard my customers while travelling with metro.

Supervisor

Rhtym city

06/2020 - 02/2022

- perform cost benefit and need analysis of existing customers to meet there needs.
- promote products and sell products using solid arguments to customers.
- continuours improve through feedback.
- manage day to day routine
- hire staff and plan there timetable

Waiter

Steps lodge

09/2015 - 05/2017

- make sure all customers are well served
- report any suspicious incidents
- give feedback to the manager on any query
- fore see roster and attendance
- welcome all guests
- serve and arrange tables.

Waiter

Emirates hotel

06/2015 - 01/2016

- Served guest accordingly
- welcomed guest
- organised tables and settings
- took orders as I issued menus

Store keeper

Bidhaa bora wholesalers thika

- supported 70-90 customers daily,assisted in locating products and finalized sales transactions.
- restocked shelves as I wiped them and arranged them well for customers.
- took stock on commodities as I also gave out order requests
- managed customer returns and complaints with patience and understanding.

EDUCATION

Business management .

2015

Kenya institute of science and technology - Diploma

- business management
- customer relations
- team leader
- hospitality

Growth

Driving and computer packages

2012

Wakioh driving school and computer packages - Certificate

Driving

- computer literacy

Type writing

Secondary certificate

2011

Kariti High school - Attained kenya certificate of secondary school

Attained Kenya secondary certificate.

- trained on importance of school

Certificate of primary studies

2007

Kiu river primary school - Attained certificate of primary studies

Attained certificate of primary studies with good performance.

Customer relations

Qatar service delivery - Certificate

- world class service
- attained excellence in customer handling
- certificate on customer and crowd handling

CERTIFICATES

Kenya certificate of secondary education

01/2007 - Present

Appreciation certificate**Qatar Host training**

11/2022 - Present

SKILLS

Interpersonal	Advanced	Communication skills
Multi tasker	Advanced	Councillor
Team leader	Expert	Promoter
Customer satisfaction	Expert	Good listener
Public safety		Crowd control
Flexibility		Conflict resolution
Computer excellence		Sales

LANGUAGES

English	Kiswahili
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Hi sir /madam,

I understand that as a qualified waiter ,I would be a direct representation of the company.i not only posses outstanding communication skills but also believe in set company brand and core values.As an employee for your company I would ensure that all customers receive the best experience.

Through my abilities i am now well fit to show case all my possible capabilities.and having worked under strict and busy schedules I can say am ready to give a hand to my professional capabilities.Am well aware of the need to stand out while on duty for the company.Having also worked with Rkh qitarat under world cup event.i am very proud to show case the outstanding teachings I learnt from the hospitality while I handle nationalities of all corners in your establishment.

In all my experience I have been called upon to identify customer issues and offer an appropriate solution that satisfies both the customer and company.

I believe that I am qualified and prepared to take my career to the next level.Thankyou for taking time to reconsider me for this position .I also believe been part of the team I will surely show case the efforts at hand .

I look forward to speaking with you in greater detail soon,And am certain with your assistance all shall be possible...

Peter warachi Mumbi