

BECKY KANORIO KIRAI

Address: 691-00100, Embakasi, Nairobi | Tel: +254724886590 | Email: kiraibecky@gmail.com |

LinkedIn: <https://www.linkedin.com/in/becky-kirai-354926230> | Website: <https://tinyurl.com/tz9f8v9p> |

PERSONAL PROFILE

I am a dynamic and highly motivated hospitality professional with a Diploma in Catering and Accommodation Management from the Technical University of Kenya. With over 5 years of hands-on experience in the hospitality industry, I bring a wealth of knowledge and practical expertise. My roles have honed my strong analytical skills, attention to detail, and exceptional communication abilities. Known for my leadership and ability to foster teamwork, I excel in both collaborative and independent work environments. Driven by challenges and committed to continuous improvement, I seek to contribute to and grow within a forward-thinking organization where I can leverage my skills to drive success.

KEY SKILLS

- **Customer Service:** Exceptional skills in handling customer complaints, ensuring satisfaction and loyalty.
- **Training and Development:** Experienced in training staff and enhancing their skills, contributing to overall team productivity and service quality.
- **Inventory Management:** Skilled in managing and ordering inventory to meet operational needs, reducing wastage and ensuring optimal stock levels.
- **Financial Acumen:** Proficient in compiling payrolls, balancing accounts, and managing labor costs, contributing to financial efficiency.
- **Event Planning:** Expertise in organizing and executing successful events and catering services, ensuring client satisfaction and seamless operations.
- **Proven Leadership:** Demonstrated success in leading teams and managing restaurant operations efficiently, ensuring high standards of service and productivity.
- **Customer-Centric:** Commitment to providing exceptional customer service with a positive attitude, ensuring customer satisfaction and loyalty.
- **Versatile Skill Set:** Extensive experience across various roles in the hospitality industry, bringing a wealth of knowledge and practical expertise.
- **Continuous Improvement:** Dedicated to personal and professional development through ongoing training and certifications, staying updated with industry trends.
- **Analytical Thinker:** Strong problem-solving skills and attention to detail, ensuring accuracy and efficiency in operations.
- **Team Player:** Ability to work well in a team while also excelling independently, contributing to a positive and productive work environment.

PROFESSIONAL EXPERIENCE

KENTUCKY FRIED CHICKEN (KFC)

2018 to Present

- **General Restaurant Manager**
 - Operational excellence: Spearheaded daily restaurant operations, ensuring compliance with corporate standards and exceeding customer expectations.
 - Strategic Leadership: Implemented strategic initiatives that boosted sales and profitability, demonstrating a keen business acumen.
 - Team Development: Mentored and developed a high-performing team, fostering a positive work environment and reducing staff turnover.
 - Customer Satisfaction: Enhanced customer satisfaction scores through exceptional service delivery and proactive problem-solving.
 - Financial Management: Optimized budget and cost controls, achieving significant savings while maintaining quality standards.

KENTUCKY FRIED CHICKEN (KFC)**Nov-2017 to Sep-2018**

- **Assistant Restaurant Manager**
 - Successfully managed restaurant operations in the absence of the Restaurant General Manager, ensuring smooth and efficient running of the restaurant.
 - Compiled payrolls accurately and managed labor costs effectively, contributing to financial efficiency.
 - Conducted comprehensive training sessions for staff, enhancing overall customer service and operational standards.
 - Addressed and resolved customer complaints promptly, maintaining high levels of customer satisfaction.
 - Oversaw weekly orders and inventory management, ensuring optimal stock levels and reducing wastage.

KENTUCKY FRIED CHICKEN (KFC)**Feb-2017 to Nov-2017**

- **Shift Supervisor**
 - Balanced and accounted for daily stock, ensuring accuracy and reducing discrepancies.
 - Led shifts effectively, providing guidance and support to team members.
 - Compiled and analyzed daily reports, providing valuable insights to management.
 - Delegated tasks to team members and ensured their completion, fostering a productive work environment.
 - Coordinated marketing efforts, increasing brand visibility and customer engagement.

KENTUCKY FRIED CHICKEN (KFC KENYA FRANCHISE**Nov-2015 to Feb-2017**

- **All Star Team Member**
 - Trained new team members as a Buddy Trainer, ensuring they understood and adhered to company standards.
 - Managed cashiering and daily banking operations, ensuring accuracy and efficiency.
 - Produced high-quality food items, maintaining consistency and adherence to health and safety standards.
 - Assisted in customer service, ensuring a positive dining experience for all patrons.
 - Supported order management, optimizing workflow and efficiency.

KFRYS TASTY FOOD**Feb-2012 to May-2015**

- **Cashier/Supervisor**
 - Purchased and managed restaurant supplies, ensuring timely availability of necessary items.
 - Balanced daily ledger accounts and performed reconciliations, ensuring financial accuracy.
 - Oversaw daily operations, ensuring smooth functioning and high standards of service.
 - Trained existing and newly employed staff, enhancing their skills and productivity.
 - Led marketing and promotional activities, driving increased customer engagement and sales.

EVENTS PLANNING AND CATERING SERVICES (SELF)**Mar-2010 to Jan-2012**

- **Planning Agent**
 - Planned and costed weddings and events, ensuring budget adherence and client satisfaction.
 - Managed venue and floral decorations, creating visually appealing and memorable settings.
 - Prepared and catered meals for events, ensuring high standards of quality and presentation.
 - Coordinated logistics and operations, ensuring seamless execution of events.
 - Developed and maintained client relationships, securing repeat business and referrals.

NAIROBI SAFARI CLUB**May-2009 to July-2009**

- **Intern**
 - Gained hands-on experience in various departments, including housekeeping, laundry, food and beverage service, and kitchen operations.
 - Assisted in daily operations, contributing to the smooth functioning of the club.
 - Developed a thorough understanding of hospitality operations and customer service.
 - Enhanced practical skills in housekeeping and food service.
 - Received positive feedback from supervisors for dedication and performance.

YOUNG WOMEN CHRISTIAN ASSOCIATION OF KENYA (YWCA)**May-2008 to Aug-2008**

- **Intern**
 - Rotated through different areas, including production, service, reception, and housekeeping.
 - Assisted in food production and service, ensuring high standards of quality and customer satisfaction.
 - Gained valuable experience in front-desk operations and guest relations.
 - Contributed to housekeeping tasks, maintaining cleanliness and order.
 - Demonstrated a strong work ethic and ability to learn quickly.

EDUCATION BACKGROUND

TECHNICAL UNIVERSITY OF KENYA

2007-2010

- **Diploma in Catering and Accommodation Management**
- Completed rigorous coursework covering all aspects of hospitality management, including food production, service, and accommodation operations.
- Developed practical skills through internships, gaining experience in various departments such as housekeeping, food and beverage service, and kitchen operations.
- Participated in numerous projects, demonstrating leadership and teamwork abilities.
- Enhanced knowledge in customer service, cost control, and inventory management.
- Achieved top marks in subjects related to hospitality management and operations.

MACCI GIRLS SECONDARY SCHOOL

2001-2004

- **Kenya Certificate of Secondary Education**
- Excelled academically, particularly in subjects related to business and hospitality.
- Played a key role in the hospitality club, organizing events and training sessions.
- Demonstrated leadership skills as a class representative and team leader in group projects.
- Gained foundational knowledge in accounting, finance, and business management.
- Actively participated in extracurricular activities, enhancing teamwork and communication skills.

ST. THERESA BOARDING PRIMARY SCHOOL

1990-2000

- **Kenya Certificate of Primary Education**
- Achieved high grades across all core subjects, demonstrating academic excellence.
- Participated in school events and activities, showcasing leadership and organizational skills.
- Developed strong communication abilities through participation in debates and public speaking events.
- Gained early exposure to computer literacy, enhancing technical skills.
- Played a key role in school projects, fostering teamwork and collaboration.

CERTIFICATIONS

- **Computer Literacy:** Proficient in Microsoft Office Suite (Word, Outlook, Access, PowerPoint) and internet usage.
- **First Aid Training:** Certified by Kenya Red Cross, equipped to handle emergencies effectively.
- **Fire Marshal Training:** Certified by Trojan Fire Protection Specialists, trained in fire safety and emergency procedures.
- **Star2000 Training:** Completed advanced training with KFC, enhancing managerial and operational skills.
- **Certified Buddy Trainer:** Recognized by KFC for excellence in training and developing new employees.
- **Certified Shift Supervisor:** Acquired certification from KFC, demonstrating expertise in shift management.
- **Certified Assistant Restaurant Manager:** Completed managerial certification program with KFC, equipping with advanced leadership and operational skills.

HOBBIES AND INTEREST

- Trying new recipes.
- Reading hospitality journals.
- Traveling.
- Exploring new culinary techniques.
- Engaging in community service activities.

REFEREES

1. Frida Kajuju
HR Data and Payroll
Kuku Food Kenya Ltd
Tel: +254 724531774

2. Geoffrey Kidundu
Area Coach
Kuku Food Kenya Ltd
Tel: +254 720687089

3. Pauline Mbogo
KFRYS Restaurant
Tel: +254 722303105