



CAROLINE NYAMBURA

WAITRESS

An efficient waiter with many years of experience in high-end dining establishments and with a history of outstanding customer service and guest service skills. Punctual, versatile, and with a solid grasp of restaurant ordering software and cashier management. Dedicated to exceeding customers' expectations by suggesting appropriate menu options and taking special orders that meet their dietary needs. Committed to bringing success to the team while remaining courteous and professional.

Contact

Phone

+254718725721

Email

carolywambui01@gmail.com

Address

Nairobi 47803

Education

2023

Certificate of Data Analysis
ONLINE COURSE

2013

Kenya Certificate of Secondary Education
BETH MUGO SECONDARY SCHOOL

SKILLS & ABILITY

- Customer service skills.
- The ability to work well with others.
- The ability to accept criticism and work well under pressure.
- To be thorough and pay attention to detail.
- Excellent verbal communication skills.
- A desire to help people.
- Active listening skills.
- A good memory.

Language

English

Kiswahili

Experience

2023 UPTO CURRENT

FOR YOU CHINESE RESTAURANT ,NAIROBI,VALEY ARCADE

COUNTER SERVER

- Scan, weigh and record prices of goods.
- Take payments for goods and services using a cash register or other point of sale machine.
- Issue sales dockets and give change.
- Make sure there is enough change, wrapping and other materials needed at checkout.

2017-2019

VIVA LOUNGE ,NAIROBI KILELESHWA

WAITRESS & CASHIER

- Provide excellent customer services.
- Always strive towards best customer satisfaction.
- Greet customers and present menus.
- Make suggestions based on their preferences.
- Take and serve food/drinks orders.
- Up-sell when appropriate.
- Arrange table settings.

2015 - 2017

SOLARS GARDENS RESTAURANT ,NAIROBI KILELESHAWA

WAITRESS ASSISTANT

- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software,order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area

Reference

To be provided upon request