** DANIEL GIKONYO MURIITHI.**

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**SUMMARY**

* Profile Male
* Marital Status Single
* Nationality Kenyan
* Current Location UAE(Dubai)
* Visa Status Visit Visa
* Preferred Locations Anywhere
* Salary Expectations Negotiable
* Languages English and Swahili

**CAREER OBJECTIVE**

To be part of a company that would provide me with challenging assignments, and thereby acquire working knowledge of varied business functions in line with the long-term goal of being responsible for charting the path for organizational growth. Be a part of an enterprise with great opportunity for all who will join in it, a versatile organization that will foster self-fulfillment.

**WORK EXPERIENCE:**

**November 2015 to November 2017: Grand Millennium Dubai.**

 **Position: Room Service Waiter**

**Duties and Responsibilities:**

* Be able to confidently serve customers as per the brand standards. Look for ways to go above and beyond the customers’ expectations.
* Have full knowledge of all products and be able to confidently describe them to a customer.
* Have full understanding of the brand concept, history and vision and can explain when asked.
* Has completed basic food hygiene. Ensure that brand standards in regard to hygiene are adhered to at all times- i.e. labels, FIFO.
* Ensures that all side duties and cleaning schedules are completed as per daily checklists.
* Completes all checklists as required daily, weekly and monthly for the room service department.
* Can place orders for food & beverage products to the manager or supervisor.
* Proactive in attending all trainings as required by the business.
* Actively looks for ways in which i can develop my career.
* Communicate to managers of any issues immediately.
* Can handle a minor complaint with confidence.
* Actively engage with colleagues and customers at all times.
* Ensures that problems are brought to the manager or supervisor attention immediately.
* Can run food with confidence
* Any duties as requested by the management.

**December 2014 to October 2015: Al Ghurair Arjaan&Rayhaan by Rotana**

 **Position: Room service waiter**

 **Duties and Responsibilities**:

As a Waiter I am responsible to provide professional service to our guests, ensuring their restaurant visit will become a memorable dining experience whereby my role includes key responsibilities such as:

* Providing a prompt and professional service to colleagues and guests and do so with pride.
* Ensuring that service is always delivered to a five star standard.
* Being fully conversant with all menus served via Room Service.
* Responsible for taking orders in the absence of the order taker, and delivering the food.
* Setting, serving, and clearing tables within the lenient time possible.
* Cashier duties may be required to deliver room service, enter food orders for dining room guests and attendant companion meals electronically to ensure order accuracy.
* Serve meals to guests in their rooms
* Carry silverware, linen and food on tray or uses cart
* Ensuring that service standards are maintained and consistent, and reflect guests needs and that any deviations are reported to Head Waiter.
* Following instructions from the coordinator in the absence of the Supervisor/manager.
* Assisting in the preparation of the appropriate mis-en place to enable the Room Service to operate smoothly at all times.
* Being knowledgeable of all food items collected from the kitchen, including any accompaniments.
* Assisting with floor clearing and ensure the safe retrieval of Room Service mis-en place.
* Cleaning down dirty trolleys and stack dirty items appropriately and to assist in the cleaning of mis-en place, wherever necessary.
* Assisting with the cleaning of Room Service equipment.
* Handling guest criticism, both negative and positive, correctly and professionally.
* Co-operating with members of staff in other departments especially Back of House and Housekeeping to fulfill guest requirements.
* Assisting other Food and Beverage outlets as directed by the Supervisor/Manager on duty.
* Checking and refilling guest’s mini bar consumption and posting respectively.

 **February-November 2014: Al Ghurair Arjaan&Rayhaan by Rotana**

 **Position: Waiter (Liwan Restaurant)**

 **Duties:**

• Perform all necessary tasks to service food & beverage according to the standard of performance manual of the hotel

• Greet and seat customers and serve them in a professional, discreet and personalized way
• Acquire in depth knowledge of the food & beverage menu of the assigned outlet in order to assist and provide advice to guests
• Consistently monitor quality of food & beverage being served
• Practice good customer relations and attend to customer complaints / queries satisfactorily
• Responsible for maintaining hygiene and cleanliness standards in the outlet and upkeep of all service equipment
• Responsible for all service preparations before, during and after the service (mis-en-place & mis-en- scene)

Actively use up selling techniques to exceed guest expectations and increase revenue.
• Ensure minimum wastage, breakage and spoilage.

**October 2012-January 2013-Jebel Ali Golf Resort & Spa-Dubai**

**Position: Room Service-Mini bar Station**

**Duties:**

* Re-filling the mini-fridges in guest rooms and posting their daily consumption to the front desk.
* Taking food and drink orders.
* Serving room service orders with a caddy club car.
* Check with guests to ensure that they are enjoying their stay and taking action to solve any problems.
* Dealing with cheque and bill payments through P.O.S
* Demonstrate knowledge of individual contribution to department objectives.
* Carry out any other reasonable duties as assigned by the outlet manager/assistant manager/team leader or the senior management. Service preparation before dining and after, the mis-en-place and mis-en-scene.

**May 2009-June 2010Thompsons Falls Lodge –Kenya**

**Position: Waiter**

**Duties:**

* Prepare tables for meals, including set-up items such as linen, silverware and glassware.
* Greeting guests with eye contact and smile.
* Escort guests to their tables.
* Present menus to the guests and answer questions about menu items, or making recommendations.
* Present wine list and describe or recommend wines to the guests.
* Taking food and drink orders.
* Wine presentation and service.
* Serving food and drinks that is ladies first.
* Check with guests to ensure that they are enjoying their meals and take action to solve any problems.
* Table clearance, dealing with bill payments.

**Other Duties:**

* Demonstrate knowledge of individual contribution to department objectives.
* Attend training sessions as scheduled.
* Suggest to manager or departmental trainer any training needed to enhance performance.
* Perform side duties including; folding napkins, rolling silverware, cleaning trays, restocking shelves, filling ice bins, cleaning and breaking down service area.
* Report any possible theft or misuse of resort property immediately to a member of management.
* Carry out any other reasonable duties as assigned by the Outlet Manager/ Assistant Manager/ Team leader or the Senior Management.

**October 2007-February 2009Merica Hotel -Kenya**

**Position**: **Waiter/Guest Service Assistant**

**Duties:**

* Welcoming and escorting customers to their table.
* Taking orders and serving drinks.
* Cleaning the restaurant and the surroundings.
* Working with other staff members in a friendly and professional manner.
* Informing customers of daily specials.
* Handling and resolving guest complaints to my ability and capability.

**EDUCATION BACKGROUND**

**January 2009-June 2010**: Summit Resort

 Food and Beverages

 Diploma

**April 2005:** A.A Driving School

 Class: ABCE Provisional Drivers License

**October 2002-Feb 2003:** Partner Computer Training

 Certificate: Distinction

**February 1998-November 2001:** Kangui Boys High School

 O level Certificate

**January 1989-November 1997:** Nyandarua Boarding Primary School

 Kenya Primary Certificate

**COMPUTER SKILLS**

Microsoft Word Microsoft Excel,

Microsoft PowerPoint, Microsoft Outlook

Microsoft Access, Microsoft office

Internet & Email

**SKILLS:**

Communication Excellent (written and spoken), Research and Planning.