



LUCY WAMAITHA

Hostess / Waitress

CONTACT ME

☎ +971525229934

✉ wamaithakamau@gmail.com

📍 Business Bay, Dubai

EDUCATION

DIPLOMA: Hospitality
Administration and Management

2007

Railway Training School - Nairobi, Kenya.

SKILLS

- POS Operation.
- Verbal & Written Communication Skills.
- Customer Service.
- Time Management.
- Highly organised

WORK EXPERIENCE

Hostess

April 2023 - To date

Brilliant Mind Events

- Welcome guests in a warm and friendly manner, ascertain their dining preferences and needs and determine where best to seat them.
- Maintain and update the seating chart, including making reservations, keeping track of available tables, and managing waiting lists in coordination with kitchen and serving staff.
- Direct diners to their table or the bar, provide them with menus and answer questions about chef's specials and other menu features.
- Respond to guest requests and questions politely and efficiently, taking note of food allergies and other dietary restrictions and coordinating with kitchen staff and other team members as needed.
- Keep waiting areas clean and organized and ensure that waiting customers are comfortable.
- Ensure diners have a pleasant, welcoming, and memorable dining experience.
- Resolve conflicts or addresses or works to prevent diner disappointments.

Catering coordinator

September 2022 - March 2023

LDC Kitchen + Coffee (Dubai)

- Planning and managing catering events via emails, telephone, and client meetings.
- Achieve sales goals and revenue targets through successful operations of catering events.
- Help clients in finalizing the menu, arranging tables, and decorating.
- Train, organize, and supervise the catering team.
- Handle customer complaints when necessary. Ensure all records are kept properly & consistently.
- Research vendors (catering, decorators, musicians etc.) and choose the best combination of quality and cost
- Negotiate with vendors to achieve the most favorable terms

Waitress / Hostess

March 2019 - July 2022

LDC Kitchen + Coffee (Dubai).

- Greet and welcome guest with a smile as I escort them to their tables.
- Describe specials, offer recommendations, and upsell.
- Ensure customer service satisfaction by 100% by delivering food and drinks in a time-efficient and accurate manner.
- Interact with customers and deal efficiently with inquiries, requests, and complaints.
- Take reservations by phone, through Internet booking applications, and in person.
- Receive, process payments, and issue receipts to customers