



# MARY NDEGWA

Hostess/waitress

## PROFILE

Dedicated waitress and hostess with over 3 years of experience in luxury hospitality, including roles at JW Marriott and Eka Hotel.

Skilled in delivering exceptional guest experiences, upselling premium menu items, and managing high-pressure environments.

Passionate about creating a warm and welcoming atmosphere, exceeding guest expectations, and contributing to the success of dynamic hospitality teams.

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Dubai,Uae

## EDUCATION

**Samasource AI, Nairobi ,Certificate in Artificial Intelligence Algorithms, May 2023**

**Rift Valley Institute of Science and Technology, Nakuru Diploma in Library and Information Science, 2017 – 2019**

**Kiamaina Secondary School, Nakuru – High School Diploma, 2012 – 2015**

## KEY SKILLS

- Personalized guest service
- Reservation and seating management
- Upselling and in-depth menu knowledge
- Conflict resolution and problem-solving
- Cultural adaptability and team collaboration
- Time management in high-volume environments

## ACHIEVEMENTS

- Boosted guest satisfaction by 20% through personalized service and timely issue resolution.
- Successfully managed high-volume reservations during peak seasons, maintaining seamless operations.
- Increased average check value by 15% through strategic upselling.

## WORK EXPERIENCE

### Sandwich Artist

subway,Dubai

Sept 2023 – Nov 2024

- Prepared customized sandwiches and maintained high food safety standards.
- Delivered excellent customer service and managed cash transactions.
- Ensured cleanliness and restocked supplies during busy shifts.

### Hostess

JW Marriott Masai Mara Lodges, Kenya

Jan 2021 – April 2023

- Warmly welcomed and seated up to 150 guests daily, including VIP clients.
- Managed reservations and coordinated seating arrangements for VIP guests.
- Delivered exceptional customer service, enhancing guest satisfaction and retention.
- Trained new team members, enhancing team efficiency by 25%.

### Waitress

Eka Hotel, Nairobi, Kenya

Dec 2019 – Nov 2020

- Delivered attentive service to an average of 80 guests per shift in a luxury dining environment.
- Communicated with kitchen and bar staff to ensure efficient service delivery.
- Consistently upsold premium menu items, boosting revenue.

## REFERENCES

Upon request

## LANGUAGE

English ( Fluent)