

NICOLE NJERI NGUGI

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PROFESSIONAL SUMMARY

Experienced hospitality professional with a strong background in delivering exceptional guest experiences and managing day-to-day operations. Proven ability to maintain high-quality service standards, strategic planning, and effective client relationship management. Adept at working in fastpaced environments, with a passion for providing outstanding customer service and driving customer satisfaction. Eager to contribute to the success of a dynamic hospitality organization.

PROFESSIONAL EXPERIENCE

ATTACHMENT

Emara Ole Sereni Hotel (April 2024 – September 2024) Kitchen trainee

- Gained comprehensive hands-on experience by rotating across various kitchen sections: Hot Kitchen, Breakfast, Ala Carte, and Butcher.
- Ensured compliance with food safety and hygiene standards.
- Assisted in preparing main courses, hot appetizers, and individual guest orders.
- Developed skills in food preparation techniques, efficient multitasking, and timely service delivery.

- Key areas of expertise: food preparation, buffet setup, customer interaction, meat preparation and plating.

Double Tree by Hilton Hotel

Jan 2023 - May 2023

- Provided exceptional service in the Food & Beverage department, including taking orders, delivering food, and setting tables.
- Assisted in conference services by arranging seating, providing refreshments, and ensuring client satisfaction.
- Contributed to kitchen operations by preparing salads, breakfast condiments, and assisting with pastry baking.
- Gained experience in housekeeping by cleaning rooms, public areas, and laundry management.
- Supported inventory control by filing invoices, receiving goods, and tracking stock levels.
- Developed strong multitasking skills, customer service, and inventory management.

WAITRESS (Casual)

Sunside Guest House Hotel (October 2020- Sep 2022)

- Ensured high levels of guest satisfaction by providing prompt, friendly service.
- Accurately took and processed guest orders, clearing tables, and managing billing.

- Strengthened communication and customer service skills by engaging with guests and addressing their needs.

SALESPERSON: Beba Trade Centre (Jan 2020- Aug 2020)

1. Sold men's clothing, offering personalized styling tips and product knowledge to customers.
2. Cultivated strong customer relationships by listening to customer preferences and recommending suitable items
3. Enhance sales skills through consistent customer engagement and product expertise.

EDUCATIONAL BACKGROUND

Mount Kenya University

Diploma in hospitality Management - 2021-2024

FR. Heeran Girls High School

Kenya Certificate of Secondary Education - 2016 – 2019

Njathaini Primary School

Kenya Certificate of Primary Education

2005-2015

KEY SKILLS

1. Exceptional Customer Service
2. Strong Attention to Detail
3. Excellent Communication Skills
4. Resilience & Multitasking
5. Problem-Solving & Adaptability

6. Teamwork and Time management

LANGUAGES

English – fluent .

Swahili- fluent

REFERENCES

Madam Isabella (HR Double Tree By Hilton)

Mobile No: +254 722 987395

Chef Karuku (Head Chef – Emara Ole Sereni)

Mobile No: +254720677432

Redemptah Nzilani (Sales manager -Beba Beba Trade center)

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