



PETRONILLA MUKENYA MBULWA

CONTACT

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Dubai, UAE

SKILLS

- Excellent organizational and time management skills
- Adaptability
- Decision-making
- Customer service
- Planning, problem solving, and teamwork
- Self-motivated
- Excellent selling, negotiation
- Relationship management skills

CERTIFICATIONS

High School Certificate

LANGUAGE

- English
- Swahili

OBJECTIVES

To obtain a Waiter position in a reputable hotel or resort where I can utilize my customer service skills, hospitality knowledge, and teamwork abilities to provide exceptional guest experiences and contribute to the success of the organization.

EXPERIENCE

2022-2025

Waitress

The View Hotel - Kenya

- Provided customer service for guests by taking orders, serving food and beverages in a timely manner.
- Increased the average check size by 10% through upselling menu items and daily specials.
- Received consistency high feedback for personalized customer service, driving repeated business.
- Maintained composure and efficiency during high busy hours, resulting in seamless service delivery.

2018-2020

Hostess

The Bar-Ke - Kenya

- Handled guests reception and coordinated table assignments in a family friendly manner.
- Reduced customer wait time on busy weekends by 15% through creative seating strategies.
- Commented for friendliness, informative assistance and speedy problem resolution.
- Maintained a clean and organized foyer and waiting system which improved overall operation efficiency.

2017-2018

Food Server

Eka Hotel - Kenya

- Introduced local organic produce to the menu, driving a 10% increase in overall sales through customer health and wellness engagement.
- Efficiently addressed and resolved customer dining complaints, maintaining a high level of customer satisfaction.
- Participated in weekly cleanliness, initiatives contributing to an award winning store environment for two consecutive years.

EDUCATION

Friends Girls Secondary

Kenya Certificate of Secondary Education
2011 - 2014

Kabete Vetlab Primary

Kenya Certificate of Primary Education
2003 - 2010