

CURRICULUM VITAE

Professional Summary

A proactive, organized, self-driven and time conscious professional, desiring to transfer my skills to your organization to ensure the successful achievement of your goals

VICTORIA WANJIRU MACHARIA



Skill Highlights

- Excellent administration skills
- Excellent customer service
- Adept computer skills
- Meticulous attention to detail
- Excellent time management
- Flexible in work timings
- Great in team work
- Report development
- Conflict resolution
- Quick to learn
- Ability to work under pressure
- Excellent interpersonal skills

Nationality: Kenyan

Marital status: Married

Passport number: BK640802

CPR No.: 930237757

E-mail: Mvickywanjiru@gmail.com

Languages: Fluent in English
Basic Arabic

Address: Manama

D.O.B: 11th February, 1993

WORK EXPERIENCE,
BAS DEVELOPMENT COMPANY(BDC)

F&B Supervisor

12th Dec 2023 to date

Duties &Responsibilities

- Responsible for purchase order and monthly inventory.
- Provide regular training for new and old staff of hygiene.
- Co-ordinate with the head chef on food delivery time to ensure no delays.
- Monitoring of food portioning, quality and delivery.
- Responsible for daily operation of in government hospital,(SMC &Asry Factory Main Canteen).
- Responsible for overseeing the preparation and sometimes the service of food and beverages at different locations.
- Resolve any concerns that may arise from either staff or clients.
- Ensure the highest standards of hygiene are strictly followed by the staff and the catering premises.

CAFÉ CHANTILLY

Café Supervisor

1st Dec 2021 to 4th Dec 2023

Duties &Responsibilities

- Managing and creating work schedules for staff.
- Resolving disputes that may arise among employees.
- Reporting to senior management on the progress of the café.
- Evaluation of employees and giving feedback to the management.
- Assisting the management on which employee should be rewarded upon reaching targets and those eligible for promotion.
- Managing workflow like monitoring team performance.
- Training new employees in regards to café policies, expectations and orientation.

- Creating and co-ordinating catering menu for 300 – 450 people. (Tamkeen and Bahrain Tv).
- Planning and directing the preparation, service and meal times in accordance with set service level agreement.
- Responsible for timely and accurate reporting and communication of all catering related revenues, expenses and receivables.
- Supervising staff and assist them in physical setup and service standards required by the clients.

ARUM CAFÉ

Team leader,
1st Jul 2021 to 30th Nov 2021

Duties & Responsibilities

- Creating stock display.
- Taking orders and preparing drinks and light foods.
- Processing bills and payments.
- Keeping track of stock and inventory. Placing new orders to suppliers.
- Cleaning work area, coffee machines and equipments.
- Ensuring positive customer relations.
- Preparing to close the shop.
- Creating catering menu.
- Communicating with relevant person regarding all arrangement, items and services
- Needed
- Making of drinks and serve at designated schools.(100 - 250pax)

CALI CAFÉ

Waitress/Barista,

1st Jan 2021 to 30th Jun 2021

Duties & Responsibilities

- Preparing coffee, tea and mojitos.
- Making suggestions to customers on the best drinks.
- In charge of the rooftop area both smoking,
- Private Room service.
- Resolve guest complain and ensuring guest satisfaction.
- Introduce customers to the menu and announce daily special menus.
- Taking orders by entering them on a tablet, writing on a ticket or memorizing them.
- Serving continental food and beverage.
- Maintain positive guest relations at all times.
- Collect and process bills.

FOOD MAGIC RESTAURANT

Waitress/Supervisor,

1st Jan 2019 to 31st Dec 2020

Duties & Responsibilities

- Keeping track of stock and inventory.
- Placing orders of stock to suppliers.
- Delegate duties to junior staff.
- Resolve complaints from both customers and staff.
- To welcome patrons to the restaurant.
- Introduce customers to the menu and announce daily special menus
- Taking orders by entering them on a tablet, writing on a ticket or memorizing them.
- Recommending and explaining how items are prepared.
- Serve food
- Check and ensure customers enjoy and are satisfied with their meals.
- Collect and process bills.
- Answer calls and take reservations, take away orders.

ALL CHURCHES SACCO

(BANK)

Front office desk clerk,

3rd Jan 2016 to 30th July 2018

Duties & Responsibilities

- Welcoming clients into the premises.
- Open, sort and distribute incoming correspondence including letters and Emails.
- To answer calls from clients and clarify any queries, questions by clients.
- Make clients understand our products until they are satisfied.
- Prioritize work at the office.
- Arrange files, reports and documents for easy retrieving
- Organise meetings.
- Compile, transcribe and distribute minutes of the meetings.
- Scheduling and planning while ensuring proper information flows.
- Other lawful duties that maybe assigned from time to time.

EDUCATION BACKGROUND

June 2011- June 2013

Mount Kenya University,

Diploma in *Public Relations*

January 2011- April 2011

Thika Technical institute,

Certificate in Information Technology

Year 2007- Year 2010

ThikaRoad High school

Kenya Certificate of Secondary Education

Referees will be provided upon request.