

**Joyce Wambui Mumira**

Al Riga Dubai

| Cell: 052 462 85 69

[joymbugua57@gmail.com](mailto:joymbugua57@gmail.com)



### Professional Summary

Experienced and professional Fine Dining Hostess with great knowledge and understanding of the high-end dining experience. Great skills at reservations, scheduling, and planning seating arrangements. Over 4 years of Fine Dining Hostess experience in the top exclusive restaurants.

### Core Qualifications

- Outstanding ability delivering professional customer service.
- Outgoing and friendly personality and demeanor.
- Skilled reservations scheduling.
- Great interpersonal and communication skills.
- Extensive knowledge of the fine dining industry.
- Skilled handling of customer complaints.

### Experience

**Company Name:Golden Ocean Hotel Qatar**

**Position:Fine Dining Hostess**

**6 Jan,2019 – 1 June,2020**

- Maintained professional and sharp appearance at all times.
- Scheduled all reservations and planned seating arrangements with management prior to dinner service.
- Performed dining room preparatory work.
- Assisted in setting up planned events.
- Greeted customers and directed them to their seats.

**Company Name: Sahara West Park**

**Nairobi, Kenya**

## **Fine Dining Hostess**

### **14 Feb, 2017 to 12 Dec, 2018.**

- Greeted customers, checked reservations, and seated them.
- Ensured guests had water and informed them of their server's name.
- Thanked guests and invited them to return.
- Juggled multiple tasks while providing terrific service.
- Seated guests with reservations immediately and guests without reservations as soon as seating is available.
- Provided wait times information.
- Maintained tact, diplomacy, and friendliness in a fast-paced environment.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Maintained highly loyal clientele by delivering unparalleled service at every stage of dining experience.
- Managed event contracts, including estimates, event profiles and post event summaries.

### **Skills**

- Attention to Detail.
- Active Listening Skills.
- Improving Customer Experience.
- Building Customer Loyalty.
- Positive Attitude.
- Time Management.
- Interpersonal Skills.

### **Hobbies**

- Swimming.
- Listening to Music.
- Reading novels.
- Cooking.
- Bicycle Riding and Skating.

### **Educational Background;**

2013 to 2016 Rungiri High School.

High School Diploma.

Reference Available Upon Request