**Timothy kungu Ngendo**

**Nationality: Kenyan   
Gender: Male**

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**CAREER OBJECTIVES**

To effectively and efficiently serve to the best of my capacity in hospitality field to achieve organizational mission and objective to excel in any academic and –professional endeavors and use my knowledge to attain success responsibility and positive influence and work with good leadership.

**PROFESSIONAL SKILLS**

* Maintain good working records/equipment and safe working order.
* Attend service desk with heavy customer service
* Ability to read, write, understand and speak clearly in English
* Able to understand verbal and written instructions and communicate the instructions to others
* Proficient with Microsoft Office Products
* Good communication skills both written and verbal

Key Competencies

* Excellent organizational and administrative skills including minute taking, data management and devising and implementing reporting systems
* Experience in developing and/or using financial databases and processes, including book keeping and record keeping
* A general understanding of basic business practices and basic accounting principles.
* Ability to work effectively with all levels of employees, including top, middle and supervisory levels of management.
* Handles confidential company and employee information with complete discretion.
* Ability to prioritize responsibilities in order to handle a demanding workload is required.
* Attention to detail with a high degree of accuracy.
* Knowledge of principles and processes for providing excellent customer services.
* Ability to work in a fast-paced environment that requires handling multiple tasks at a given time and rapidly adapting to changing priorities and schedules.
* Cross-cultural sensitivity with an international perspective.
* Excellent organizational and time management skills.
* Expert computer skills, specifically in Microsoft Word and Excel.
* Consistently approaches work with energy and a positive, constructive attitude;
* Remains calm, in control and good humored even under pressure.
* Knowledge in Project Management and Strategic Planning
* Strong interpersonal and negotiation skills.
* Excellent command of English language both oral and written Safety-sensitivity

**WORKING EXPERIENCE**

**May 2018-to date. Food Service Worker-DynCorp International Afghanistan**

**Duties and Responsibilities**

* Practicing good customer service by welcoming customers in the dining facility
* Responsible for accountability of the customers who enter the facility
* Ensure high customers satisfaction every meal time
* Prepare a variety of foods and follow approved procedures.
* Assist cooks and kitchen staff with varies tasks as needed.
* Work on assembly lines adding cutlery and napkins.

**Sept-2017-sept - 2018 Marks Photo Studio- PHOTOGRAPHER**

**Duties and Responsibilities**

* Photo designing.
* Web designing
* Printing of photos
* Dv application
* Decoration of Job Cards
* Driver

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**April 2015-Sept -2017 Cascade Hotel- Kitchen Steward**

* Ensures incoming guests are given the highest possible personal service
* Maintains effective communication with all related departments to ensure smooth service delivery
* Receives guests in a professional and friendly manner, satisfying guest expectations from arrival till departure
* Greets guests on their arrival ensuring they feel expected and welcome
* Ensures the guest receives the accommodation he/she is expecting
* Maintains an up to date knowledge of hotel and local services and supply information respond to guest queries
* Deals swiftly, efficiently and sensitively to guest complaints and follows through
* Using computerized Front Office systems, process accounts from check-in through to check-out, ensuring accurate posting of food and beverage and ancillary charges
* Receives payments by cash, cheques, credit card or account, adhering to the company Credit Policy at all times
* Accurately administers Front Desk Clerical systems and procedures
* Provides currency exchange services
* Balances accounts of day’s business at end of shift
* Comply with all laid down systems and procedures
* Records all instances of refused business, with reasons of refusal
* Ensures that all bills closed on shift are checked and are closed correctly to the required standard and policy
* Promotes the hotels outlets and special events at all times.

**April 2006- Sept 2007 Kakamega Hotel Kenya-Kitchen Steward**

**Duties and Responsibilities**

* Collecting the appropriate cleaning materials and equipment from Stewarding Supervisor
* Cleaning stoves, ovens, grills, refrigerators, and using cleaning solutions, brushes and wash cloths
* Washing utensils, such as pots, pans, and trays by hand using cleaning detergents
* Transporting food supplies, such as meats, vegetables, fruits, and canned foods from storeroom or freezer, using trolley/basket to kitchen
* Assisting with food preparation, such as blending soups, washing and peeling vegetables and shellfish
* Assisting in the set up and break down of service areas for all special functions (buffet, barbecue, etc.)

**January 2011 Plates Company Sales and Marketing**

**Duties and Responsibilities**

* Interact with the customers to provide them with the necessary information to address inquiries regarding the services we offer.
* Deal with and help resolve any customer complaints.
* Assist in marketing our services and what we offer.



**KEY SKILLS AND COMPETENCIES ACQUIRED**

* Diplomacy and the ability to communicate clearly.
* Firm leadership skills.
* The ability to multitask, prioritise and manage time.
* The ability to perform under pressure
* Creative approach to Problem Solving.
* Highly motivated and a fast learner.



**LANGUAGES**

English, Swahili 

**ACADEMIC QUALIFICATIONS**

**2009** : Certificate in First Aid/ safety and health consultant

**2006-2008**:  **Brilliant institute of Business studie**

Diploma in Business Administration

**April 2009: kenya AA Driving School**

Driving License Class BCE

**February 1998- November 2001 : Nyamathumbi High School**

Certificate of Kenya Certificate of Secondary Education.

**ACHIEVEMENTS**

* Have developed my leadership and communication skills.
* Have improved more in my customer care services by serving in the hotel industry.
* Have seen the hotels and other hospitality institutions improve by making more returns.

**REFEREES**

Available upon request

