

Kenya Njoroge  
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Objective:

Dedicated and enthusiastic server and student with a proven track record of providing exceptional customer service in fast-paced dining environments. Eager to contribute my skills and passion for customer satisfaction to a dynamic team.

Education:

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Georgia State University Bachelor of business in progress (expected graduation date fall 2024)

Future Education:

Cosmetology School (starting spring of 2024)

Work Experience:

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1. Server - Bowlero (Since September 2022):

- Provide exceptional customer service by welcoming and seating guests, taking orders, and ensuring a positive dining experience.
- Effectively describe menu items and provide recommendations.
- Serve food and drinks promptly and accurately.
- Handle cash and card transactions, including processing payments and making change.
- Maintain a clean and organized work station and dining area.

2. Club and Box Seat Server - Mercedes Benz Stadium (July 2021 - January 2023):

- Offered high-level service to VIP guests in club and box seat areas, ensuring a memorable experience.
- Accurately took beverage orders, including alcoholic beverages.
- Made great tasting alcoholic beverages for box seat guests including margaritas, mules, and mixed drinks.
- Maintained a clean and organized serving station and assisted in restocking supplies.

3. Team Member - Nike (August 2021 - September 2022):

- Greeted and assisted customers with product information, sizing, and promotions.
- Maintained visual merchandising standards through display arrangement and restocking.
- Processed customer transactions accurately using point-of-sale systems.
- Conducted store opening and closing procedures, prioritizing security and cleanliness.
- Addressed and resolved customer inquiries, concerns, and returns to ensure customer satisfaction.

Achievements:

- Miss Kenya USA Pageant - First Princess 2023:

- Participated in the Miss Kenya USA Pageant and achieved the title of First Princess.
- Engaged in various pageant activities including piano and represented the title with grace
- Currently advocating for Autism Awareness and mental health.

Skills:

- Communication
- Customer Service Excellence
- Basic Bartending at mercedes benz and bowlero
- Cash Handling
- Knowledge of food and beverage
- Positive and approachable attitude