

VERO ATIENO OKEYO

Waitress/Food & Beverage Attendant

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veraokay17@gmail.com

PO Box 4050 Doha, Qatar

Female



Date of Birth: 17th June 2004

QID No: 30440400050

SUMMARY

Dedicated and customer-focused hospitality professional with 1 and 1/2 years driving experience and guest relations. Adept at providing exceptional guest experiences by adhering to high service standards, ensuring smooth restaurant operations, and maintaining seamless communication with guests and staff. Skilled in menu presentation, order management, and table service, with a strong ability to handle guest concerns effectively. Passionate about delivering outstanding service in fast-paced, luxury hospitality environment

KEY ACHIEVEMENTS

- Exceptional Guest Service

Provided outstanding customer service, ensuring a welcoming and luxurious experience..
- Operational Efficiency

Maintained high standards in vehicle operations, maintenance and delivery services
- Brand Representation & Professionalism

Upheld the luxury brand standards of Mandarin Oriental-Doha through impeccable grooming and uniform maintenance.
- High-Performance Service & Guest Engagement

Successfully managed high-volume service during peak hours while maintaining quality and efficiency.
Developed strong multitasking skills by handling multiple tables and guest requests simultaneously

EXPERIENCE

05/2024 - PRESENT

Doha, Qatar

Company Driver

Superneat Cleaning and Contracting Services

- Ensuring company vehicles are clean, well-maintained, and fully operational; planning efficient routes and managing delivery schedules to support timely office operations.
- Delivering mails and parcels promptly while maintaining accurate client records, upholding confidentiality, and demonstrating professionalism even under pressure.

11/2024 - 04/2025

Doha, Qatar

Waitress

Mandarin Oriental-Doha

- Provided high-quality service in a luxury dining environment, ensuring exceptional guest experiences.
- Set up tables and service stations according to the restaurant's high standards.
- Greeted guests warmly and assisted in menu presentation, providing recommendations based on preferences.
- Took food and beverage orders accurately and ensured timely service delivery.
- Managed multiple tables during peak hours while maintaining efficiency and service quality.
- Assisted in handling guest inquiries, complaints, and special requests professionally.
- Followed strict hygiene, grooming, and uniform standards in line with brand expectations.

01/2023 - 10/2023

Nairobi, Kenya

Kids Play Area Attendant

Panari Hotel Kenya

- Assists the team in the day to day running of the kids club operations and resort activities.
- Completes admin tasks such as scheduling and maintenance reporting etc
- Providing information to guests and ensuring a fun and safe environment for all children aged 3-12 years, by following the Kid's Club operational childcare standards, policies, procedures and health guidelines.
- Ensuring that the Facilitating the daily activity schedule along with babysitting, birthdays, parties and event bookings along with any other related tasks as designated by the Management.

EDUCATION

01/2023 - 12/2023

United Kingdom

Diploma in Sales Management and Customer Care

Alison United Kingdom

ONGOING

Nairobi, Kenya

Diploma in Business Management

KCA University

01/2023 - 12/2023

Nairobi, Kenya

Certificate in business management

KCA University

01/2018 - 12/2022

Nairobi, Kenya

Kenya Certificate of Secondary Education

Danana Girls Secondary School

018/2023 - 7/2023

Nairobi, Kenya

Certificate in Computer application

BEAMS International College

LICENCES

05/2024
Doha, Qatar

SKILLS

Food Handling Certificate
Ministry of Public Health

Food Safety in Catering
Chartered Institute of Environment

Qatar Driving License
Doha Driving Academy

Key Skills

- Logistics & Scheduling
- Vehicle Management
- Food & Beverage Service
- Cash Handling & POS Systems
- Customer Service & Guest Relations
- Order Taking & Menu Presentation
- Table Setting & Station Setup

Soft Skills

- Communication & Interpersonal Skills
- Multitasking & Time Management
- Problem-Solving Abilities
- Attention to Detail

- Billing & Payment Processing
- Inventory Management & Restocking
- Complaint Resolution
- Team Coordination
- Hygiene & Safety Compliance

- Adaptability in Fast-Paced Environments
- Professionalism & Grooming Standards
- Conflict Resolution
- Teamwork & Collaboration
- Patience & Hospitality