



TECHNICAL UNIVERSITY OF MOMBASA ENTERPRISES LIMITED (TUMEL)

JOB VACANCY

Technical University of Mombasa Enterprises Limited (TUMEL) seek to hire highly competent and qualified people to fill the following vacancy within its staff establishment.

| S/NO | Position | Vacancy No. | No. of Posts |
|------|-----------------|-------------------------|--------------|
| 1 | Waiter/Waitress | TUMEL/WAITER/27/02/2023 | 6 |

The Waiter/Waitress will be responsible for service provision of food and beverages to the guests in an efficient and professional manner. The Waiter/Waitress will be responsible for ensuring an outstanding experience, maintaining an exceptional standard of professionalism, conduct and service in the TUM Hotel & Conferencing and driving sales.

The Waiter/Waitress must be able to meet all the needs of our guests while building true connections and relationships, compelling them to come back again.

The ideal candidate MUST have at least three (1) year proven work experience as a Waiter/Waitress

Key responsibilities:

- Greeting customers
- Present menu and provide further information if need arises
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Taking orders from customers to relay to the kitchen staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems to your supervisors
- Checking back on customer satisfaction
- Preparing the bill or bills as requested
- Cashing out bills and returning change as needed
- Deliver, cheques and collect bill payments

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- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Assist in reviewing daily specials, changes on the menu and service specifications for reservations (e.g. parties, weddings)
- Follow all relevant health department regulations
- Provide excellent customer service to guests
- Prepare tables by setting up linens, silverware and glasses
- Keeping tables cleaned and in order for the next guests
- Responsibly use resources and help control expenses
- Adhere to all Hotel & Conferencing policies and procedures
- Carry out other duties and responsibilities as may be assigned from time to time by your immediate supervisor or other persons in authority.

Professional Requirements and Qualifications:

- Diploma in food and beverage management or Diploma in hospitality management or culinary arts or equivalent from a recognized Institution or its equivalent.
- Experience in customer service will be a plus
- Proven work experience as a waiter or waitress (minimum 1 year)

OR

- Certificate in food and beverage management or Certificate in hospitality management or culinary arts or equivalent from a recognized Institution or its equivalent.
- Experience in customer service will be a plus
- Proven work experience as a waiter or waitress (minimum 2 years)

Personal Attributes

- Be a team player
- Flexibility to work in shifts
- Attentiveness and patience for customers
- Excellent communication/listening/interpersonal skills
- Ability to take instructions
- Ethics and Integrity

Skills & Attitudes

- Solid written and verbal communication skills
- Fluency in English
- Ability to maintain a positive, friendly attitude even under high pressure
- Strong organizational and multitasking skills with the ability to perform well in a fast-paced environment
- Professional attitude and appearance

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| Minimum Qualification Requirements | TUMEL Grade | Consolidated Salary Range | Contract Duration |
|------------------------------------|-------------|---------------------------|---|
| Certificate | 8 | 20,000/= - 26,016/= | 3 years, renewable based on performance |

NOTE:

- i. If you are successful and required to take up the position, it will be mandatory for you to provide Chapter Six requirements for you to be employed.
- ii. Only shortlisted and successful candidates shall be contacted. Any form of canvassing either directly or indirectly shall lead to automatic disqualification.

How to Apply

Application letters accompanied by copies of a National Identity Card, a CV, relevant certificates and testimonials maybe submitted in soft copy to email: applications@tumel.co.ke or in hard copy and submitted to the office of the **Managing Director not later than 10th March, 2023 by 5:00 pm.**

The Application should be addressed to:

The Managing Director

Technical University of Mombasa Enterprises Limited (TUMEL)

P.O BOX 90420 - 80100

Mombasa.

TUMEL is an equal opportunity employer and committed to diversity and gender equality. Women, marginalized and minority groups are encouraged to apply.

