

CURRICULUM VITAE (CV)

PERSONAL DETAILS

NAME: Margaret Wangari Waithaka

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DATE OF BIRTH: 18th June 1973

MARITAL STATUS: Married

NATIONALITY: Kenyan

LANGUAGES SPOKEN: Kiswahili, English, Kikuyu

CAREER OBJECTIVE

To become a competent professional in the field of Hospitality Industry while rendering services enthusiastically to the best of my ability

SUMMARY

A Hostels Officer with 16 years of experience in Hospitality Industry. Well versed in executing multiple tasks in a fast paced environment. Friendly and effective when working with a wide range of personalities, honest and hard working

SKILLS

1. Strong Management and Organizational Skills
 2. Deep cleaning expertise and an eye for detail
 3. Sound Decision Making Skills
 4. Strong Leadership Skills
 5. Good Communication Skills
- Education back ground

INSTITUTION	YEAR OF STUDY	QUALIFICATION
University of Eldoret	2014-2017	Bachelors in Hotel and Hospitality
Kenya Polytechnic	1993-1993	Diploma in Catering and Accommodation Technology
Kenya Technical Teachers College	1997-1998	Diploma in Technical Education
Karima Girls High School	1988-1991	Kenya Certificate of Secondary Education
Kahuru Primary School	1980-1997	Kenya Certificate of Primary Education

WORK EXPERIENCE

Ag. Hostels Officer

From 23/9/2013 to Date

1. Responsible for the organizations Cleanliness, Safety, Comfort and Ambience
2. Conduct appropriate departmental meetings and co-ordinate the operations for maximum productivity in line with the work plan
3. Ensuring that the managements policies and directives are implemented within the department
4. Delegation of duties and staff supervision
5. Working in liaison with Procurement Department in sourcing of external service providers i.e Sanitary Disposal, Fumigation/Spraying and Cleaning Services
6. On-Job Training of the new staff and out sourced cleaning service providers
7. Prepare Work Plans, Cleaning Schedules and Inspection Checklists to ensure high standards of cleaning are achieved and maintained

Assistant Hostels Officer

From 6/7/2015 to date

Performed the duties of the Hostels Officer on Acting Capacity

Senior Housekeeper

From 18/11/2013 to 6/7/2015

Performed the duties of Hostels Officer on an Acting Capacity

Cateress

24/4/2012 to 18/11/2013

1. Responsible for Menu Planning, Food Production and Service
2. Making food orders from the store
3. Quality and Stock Control
4. Food Costing and Sales Analysis.
5. Ensure cleanliness and hygiene is maintained in the kitchen
6. Supervision of Kitchen Staff
7. Preparation of staff duty Rota and delegation of duties

Assistant Housekeeper

17/10/2003 to 9/3/2012

1. Inspect levels of cleanliness in the halls of residence
2. Report any maintenance defects to the Housekeeper on duty for intervention
3. Order and control cleaning materials and equipment and maintain an Inventory Record

4. Allocate duties to the room stewards and supervise them

OTHER RESPONSIBILITIES HELD

1. ISO 9001:2015 implementer
2. ISO 9001:2015 internal auditor

CURRENT DUTIES AND RESPONSIBILITIES

1. Ensuring highest level of cleanliness is achieved and maintained at all time,
2. Ensuring that the environment is safe and comfortable with an attractive ambience at all time.
3. Give direction on the day to day running of the department
4. Supervising the staff working under my office
5. Appraising the staff working in the department
6. Making approvals on behalf of the department
7. Dealing with disciplinary cases of the students and staff within the department.
8. Representing the department in meetings and other forums
9. Reporting serious issues affecting the department to the management for guidance and interventions
10. Liaising with other departments e.g. maintenance, procurement and public health
11. On job training and orientation of new staff and outsourced service providers
12. Ensuring law and order among staff is maintained in the work place
13. Ensuring that quality management systems(QMS) are adhered to in the department
14. Signing of the performance contract on behalf of the department and ensuring that targets are achieved.

WORKSHOPS AND SEMINARS ATTENDED

1. Co-operate Governance Training course held at Kibabii University
2. Quality service and customer satisfaction seminar at Kibabii University
3. Housekeeping and Catering Supervisors' seminar held at Masinde Muliro University
4. Improving Service Delivery and Students Welfare seminar held at Bishop Stansfield Kakamega
5. Child Mentorship seminar held at Full Gospel Church Kakamega
6. Enhancing Management of Culture, Integration And Internalization held at Kibabii University
7. ISO 9001:2008 implementers' workshop held at Kibabii University
8. ISO 9001:2008 Internal Quality Auditors Training At Eldoret

Referees

1. Ms.Noel Malanda
Dean of Student Kibabii University
Phone No: 0724-417337
2. Prof.Julius Maiyo
Senior Lecturer Kibabii University
Phone No: 0721-223154
3. Mr Cyprian Lusweti
Assistant Dean of Student Kibabii University
Phone No: 0723-831617