



# KHAMISI KASSIM SWALEH

+254724323730  
khamisikasim540@gmail.com  
80200, Malindi

## WORK EXPERIENCE

Apr 2024 (Period of 10 months)

Crete Shippings Ltd

Position: Waiter

- Greeting guests and taking drink and food orders
- Staying attentive to the needs of guests in the dining area
- Delivering food from the kitchen to the guests
- Ensuring the food order is made correctly by kitchen staff and looks presentable for guests

Dec 2012 – Dec 2015: Diamond Dream of Africa

Position: Waiter

Duties:

- Greeted, seated and served customers in a section of 6 tables in a high volume, 4-star restaurant at Diamond Dream of Africa and retreat both day and night shifts.
- Served 6 tables per shifts with 40+ guests at a time
- Stocked napkins, tea bags, silverware and other supplies
- Scored 90% or better for side work performance in quarterly reviews
- Followed guidelines for allergy & diet concerns & obeyed food handling, safety regulations & procedures
- Took food order & drink orders from customers as needed
- Swept & mopped back & front of the kitchen
- Bussed & rest tables quickly with correct place settings
- Shared & explained specials to guests during peak times

Feb 2005 – Feb 2012: Billionaire Resort & Retreat

Position: Waiter

- Greeting guests and taking drink and food orders
- Staying attentive to the needs of guests in the dining area
- Delivering food from the kitchen to the guests
- Ensuring the food order is made correctly by kitchen staff and looks presentable for guests

## EDUCATION

2008 – 2009 Technical College School Of Hospitality  
Course: Diploma in Food & Beverages

12/2004 Malindi High School  
Award: Kenya Certificate of Secondary Education (KCSE)

12/1999 Majivuni Primary School  
Award: Kenya Certificate of Primary Education (KCPE)

## LANGUAGES

-English  
-Kiswahili  
-Arabic

## SUMMARY

Skilled Waiter adept at operating in fast-paced environments with demanding objectives for sales, service & quality. Talent for adapting to changing menus & policies, as well as handling customer issues. Analytical problem-solver adept at managing time & preparing for future guests with efficient side work

## SKILLS

-Customer Service  
-Food hygiene protocol  
-Spirits, wine & food service  
-Sanitization procedures  
-Cleaning requirements  
-Special dietary requirements  
-Extensive hospitality background  
-Bartending  
-National Food Handlers certification

## ACCOMPLISHMENTS

Maintained 80% or higher guest service rating for 8 years straight

## REFERENCES

Albert Harro, HR Manager  
+254721732422

Nelson Baraka, Supervisor  
+254718390316



**CRETE SHIPPING LIMITED**

Company number: 10674594

Registered office address: 152 Acre Ln, London SW2 5UT, United Kingdom

Whatsapp: +447908892759

Email: admin@creteshippings.org

**DATE: 30<sup>th</sup> December 2021**

## **CERTIFICATE OF SERVICE**

**RE: KHAMIS KASSIM SWALEH – PASSPORT No. AK0392327**

This is to confirm that Mr. Khamis Kassim Swaleh, a Kenyan nationality of Passport No. AK0392327 has worked with this hotel on **17<sup>th</sup> April 2024** for a period of **10** months as a **Waiter**.

During his tenure, Khamis has consistently demonstrated a strong work ethic and dedication.

He is reliable, punctual and always willing to go the extra mile to ensure the satisfaction of our guests and visitors.

He has my highest recommendation for this position.



Signed:  
**Director CRETE SHIPPINGS**  
**JACKSON, April**

Signed:  
**Crew Manager CRETE SHIPPINGS**  
**Randers Johnson**

**Our Ref: DOA/CS/FB/HR/127**

**DATE: 28<sup>th</sup> December 2015**

**CERTIFICATE OF SERVICE**

This will serve to certify that

**KHAMIS KASSIM SWALEH**

Worked with us in Food & Beverage Department as **Waiter** from **6<sup>th</sup> December 2012** to **15<sup>th</sup> December 2015**.

During this period with us, we found him to be hard working, got along very well with both his colleagues and superiors.

We, therefore, no hesitation in recommending his services to any prospective and wish him success in his future endeavours.

Yours faithfully,



**For: DIAMOND DREAM OF AFRICA**  
**Grace Mwanjala**  
**Human Resource Manager**



# BILLIONAIRE

## RESORT & RETREAT

Marine Park Road, Post Code 8200. PO Box 1056. Reservation. Tel.: +254 42 437307

---

3<sup>rd</sup> March, 2010

Ref: BRR/HR/058

### TO WHOM IT MAY CONCERN

#### RE: KHAMIS KASSIM SWALEH


This letter serves to certify that Khamis Kassim Swaleh joined Billionaire Resort & Retreat as a **Waiter** from **5<sup>th</sup> February 2005 to 15<sup>th</sup> February 2010** in the Kitchen Section where he covered the following duties during his tenure period:


- Take meal and beverage orders from customers and place these orders in the kitchen.
- Make menu recommendations and inform patrons of any specials.
- Deliver meals and beverages to tables when they have been prepared.

While with us, he proved to be very hardworking, punctual and honest as he got along well with peers and all levels of management.

We wish him the best of luck in his future endeavours.

Yours faithfully,

  
Tobiko Nkuraiyia  
**Human Resources Manager**

  
BILLIONAIRE RESORT  
03 MAR 2010