



Contacts

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Email

orokaallan@gmail.com

Address

Kuwait City, Kuwait

Skills

- Excellent customer service and guest relations skills.
- Strong knowledge of food safety, hygiene, and HACCP standards.
- Team leadership and staff coordination.
- POS system operation and order accuracy.
- Effective multitasking in high-pressure environments.
- Menu knowledge and upselling techniques.
- Conflict resolution and complaint handling.
- Dining room setup and event service management.
- Excellent verbal communication and interpersonal skills.

Allan Otieno Oroka

A highly experienced and service-oriented hospitality professional

Professional Statement

A highly experienced and service-oriented hospitality professional with over 9 years of progressive experience in high-volume dining establishments. Demonstrated expertise in food service operations, team supervision, and customer satisfaction, with a proven ability to lead teams, maintain top-tier service standards, and enhance the overall dining experience. Strong background in international hospitality settings, with a focus on detail, efficiency, and guest satisfaction.

Work Experience

Head Waiter

Mais Alghanim Hotel, Kuwait City, Kuwait | 2022 – 2025

- Supervised daily dining room operations, ensuring exceptional service delivery and adherence to company standards.
- Managed a team of waiters and junior staff, assigning shifts, monitoring performance, and providing on-the-job training.
- Coordinated closely with kitchen staff to ensure timely and accurate food delivery.
- Addressed guest concerns and resolved service issues promptly and professionally.
- Ensured all tables were properly set, clean, and welcoming at all times.
- Assisted in managing reservations and special event arrangements.
- Monitored inventory and coordinated with procurement for service-related supplies.
- Conducted daily pre-shift meetings to update staff on menu changes, guest preferences, and service goals.

Waiter

Blue Horizon Hotel – Nairobi, Kenya | 2018 – 2020

- Delivered high-quality table service in a fast-paced hotel dining environment.
- Took customer orders accurately and relayed them to the kitchen and bar using POS systems.
- Promoted daily specials and upsold menu items to increase revenue.
- Maintained cleanliness and organization of the dining area before, during, and after service.
- Built rapport with guests, enhancing guest loyalty and encouraging repeat business.
- Collaborated with kitchen and stewarding teams to ensure seamless guest experience.

References

Mohamed Kassim

Manager

Mais Alghanim Restaurant

Tel: +965 60484967

Kubilay Ozbaran

Manager

Blue Horizon Hotel

Tel: +254 745 483107

Stephen Lopez

Manager

NAS Airport Services

Tel: +254 799 447251

Waiter

NAS Servair, Jomo Kenyatta International Airport (JKIA) – Nairobi, Kenya | 2015 – 2017

- Served in-flight catering guests and VIP lounges with professionalism and efficiency
- Ensured timely service of food and beverages while adhering to strict airport safety and hygiene protocols.
- Prepared food trays and beverages in accordance with airline standards.
- Maintained records of served items and provided support during high-traffic airport operations.
- Consistently upheld customer service standards under time constraints.

Education

Certificate in Inflight Catering

NAS Servair Nairobi | 2015

Kenya Certificate of Secondary Education

Aquinas High School | 2014