

METRO HOTEL,
KOINANGE STREET,
P.O. BOX 12-100,
NAIROBI KENYA.
<http://hotelmetro.co.ke>
0785275343

8/1/2023

Dear Sir/Madam,

SUBJECT: RECOMMENDATION LETTER TO WHO IT MAY CONCERN

Susan Jael Ekasiba, of Kenyan **ID No-31968937**, who worked as a chef at Metro Hotel in Nairobi under my supervision for the past **3** years since **July 2018-April-2022**. Over that time, I was consistently impressed with her customer service and people management skills as well as her dedication and good humor. I have always said that if I could clone Susan, I'd never have to worry about staffing problems again. She's truly a gifted server and chef, fast on her feet, and able to remember complicated orders without using an order pad. Not only is she an excellent and hard-working staff, but she's the type that is dedicated to delivering first-class service to the clients. She is truly an energetic team player with highly developed multi-tasking skills and an eye for upselling. She's an innovator. Thanks to her suggestions, we revamped the cafe menu last year to focus on the most popular dishes and dropped some expensive, time-consuming menu items. The result was a 10% increase in profits.

Susan is a committed individual specifically towards attainment of organization interest besides building the same spirit of team work in her kitchen operations techniques. She has commercial kitchen experience under her belt, as well as academic culinary training from Utalii College in Nairobi. She was responsible for the consistent preparation of innovative and creative cuisine of the highest quality, presentation and flavour for the dining rooms, banquets and other food facilities, resulting in outstanding guest satisfaction. Additionally she was responsible for the smooth running of the kitchen plus manages areas of profit, stock, wastage control, hygiene practices and training within the kitchen.

Susan has worked in an international 3 & 4-star hotels with a strong background in HACCP procedures and application. She's insightful, sensitive, perceptive, and diligent staff, who has truly proven her resilience and strength through the challenging circumstances in delivering her services to our hospitality industry. She embraces challenges positively in addition she worked harmoniously with staff, co-workers, and even the clients.

Susan has my enthusiastic recommendation. She is a kind, understanding, patient, competent, comparative, intelligent, resilient and strong person who has a clear sense of direction and purpose. We have witnessed the exceptional contributions that Susan has made to our hospitality industry. I enthusiastically recommend **Susan Jael Ekasiba** for the position of **Chef** in your organization. I am confident that she will bring the same warmth, support, insight, and hard work to your organization. Please do not hesitate to contact me for any further information.

Sincerely,

John Maina

JOHN MAINA

HOTEL MANAGER
METRO HOTEL,
KOINANGE STREET.



Date: 16/05/2018

Our Ref: EK/PO/ADMIN/HR

TO WHOM IT MAY CONCERN

EKASIBA J. SUSAN
ID NO. 31968937

This is to confirm that the above mentioned was attached here in Midland Hotel (1977) Limited from May 4th 2018 to June 15th 2018

While here, she was exposed to Food Production Department under the supervision and guidance of professionals in these fields. The training in the department included operations at the **Bakery/Pastry, Saucier, stillroom, Entremetier, Gardmanger**. She covered the following as part of her training duties:-

- Completely understand the hotels Bakery and Pastry section roles
- Knowing and understanding all the Bakery items, menus, methods of cooking, ingredients and preparation time of all.
- Maintenance of hygiene in the Kitchen Bakery
- Understanding of all the Bakery machines and equipment and their use.
- Maintaining consistency of all food policies within her outlet
- Freshness of all food within her outlet section
- To report to duty punctually and wearing the correct uniforms at all times
- Provide a courteous and professional services at all times
- Maintaining good working relationship with others at all times
- Arrange breakfast lunch and dinner buffet set ups when required.

She was focused and committed to duty. She is industrious, responsible and honest. We do not hesitate to recommend her to any prospective employer.

Yours faithfully,

FOR: MIDLAND HOTEL (1977) LIMITED

P. O. Box 908 NAKURU
Tel: 051 2212126 600 000
Std. _____

ELISHA KATAKI
GENERAL MANAGER

December 16, 2017

TO WHOM IT MAY CONCERN

RE: EKASIBA J. SUSAN OF ID NUMBER 31968937

This is to certify that the above named person successfully completed her industrial attachment from 28th September, 2017 to 24th November, 2017 covering the following areas:-

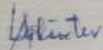
- Pastry and Bakery
- Hot Kitchen

During her attachment period she proved to be hardworking, honest and co-operative.

She was very friendly to the guests, staff members and management. She was also punctual and reliable.

We do not hesitate to recommend her for further training or any job that matches her acquired knowledge.

Yours faithfully,



LAVENDER ADERO
HUMAN RESOURCES MANAGER.