**CURRICULUM VITAE**

**LORINE**

**Lorine.151154@2freemail.com**

**CAREER OBJECTIVE**

To constantly seek a variety of challenges in a fast paced environment where my experience will see me advance my career to a position of leadership in my field, to lead, inspire colleagues and impact on the lives of those I interact with at work and in my personal life.

**KEY SKILLS**

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| -Good command in English -Service oriented-Good supervisory skills -Excellent selling skills-Team player -Dubai driving license |

**Education BACKGROUND**

* Certificate in Food and Beverage-Kenya Utalli College, Kenya February 2010
* Diploma in Sales and Marketing- Dima College, Kenya 2004
* Sinaga Girls High School 1999-2002
* Rangala Girls Primary School 1991-1998

**Work experience**

**January 2015 to April 2017**

**EPD Italian Catering LLC**

**Position: Events coordinator/Events supervisor**

* Assist Managers in day-to-day coordination and management of business operational activities
* Monitor, control and manage business operations to meet customer expectations and company goals.
* Liaise between customer and management to ensure smooth operations delivery.
* Coordinate and manage project tasks to ensure project delivery within allocated budget and timelines.
* Ensure compliance with company standards and procedures.
* Build and maintain strong customer relationship through regular meetings and communications.
* Evaluate current operational performance and provide strategic plan for improvements.
* Provide direction and guidance to internal teams to achieve performance targets.
* Identify problems in operations process and resolve them in quickly and timely manner.
* Follow standard operating procedures for efficient business operations.
* Maintain clear and accurate operations documents/procedures for reference purposes.
* Prepare meal costs and quotation and any other administrative work required by the banqueting team
* Manage the cleaning of tables and areas of function
* Assist banqueting manager with any administration or customer interaction
* Manage the preparation of tables for meals including setup
* Evaluation and ensuring proper stock take is done and records are kept.

**October 2010- December 2014**

**Jumeirah Zabeel Saray**

**Position: Restaurant Team Leader**

* Ensure suggestive selling to the client
* Ensure the best swift service to assigned area
* Supervise service in my area; maintain clean and impeccable order at work
* Attentive to direct report needs reports to all and on all levels via appropriate channels
* Always approachable in my area by both guests and peers in the work area
* Attentive to the client
* Allocate closing tasks to fellow colleagues & maintain working pace

**January 2008 to May 2010**

**Palms Paradise KENYA**

**Position: Customer Care and Events coordinator**

* Conduct research, make site visits, and find resources to help staff make decisions about event possibilities.
* Create and revise room layouts for each event.
* Propose new ideas to improve the event planning and implementation process.
* Serve as liaison with vendors on event-related matters.
* Assist with managing on-site production and clean up for events as necessary.
* Prepare nametags, materials, notebooks, packages, gift bags, registration lists, seating cards, etc.
* Close out all events as required.
* Proactively resolve clients issues as they develop, gaining clear understanding of customers’ requirements.
* Exercise appropriate expense management, including book keeping, and petty cash management for Palms Paradise.
* Supervise the subordinate staff.

**PERTINENT INFORMATION**

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| Gender | Female |
| Nationality | Kenyan |
| Marital status | Married |