**PERSONAL DETAILS**

*DOB:18/10/1982*

*Nationality: Kenyan*

**AREAS OF EXPERTISE**

*Customer service*

*Complaint resolution*

*Customer retention*

*Product knowledge*

*Telephone manner*

*Administrative duties*

**PERSONAL SKILLS**

*Reliable and consistent*

*Flexible attitude*

*Communication skills*

*Interpersonal Skills*

**Gulfjobseeker.com CV No:** **22368**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

**PERSONAL SUMMARY**

*A well mannered, articulate and hardworking customer service and advisor. Has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care and product knowledge. Excellent client facing and configuration skills and a strong team player.*

*Ready and qualified for the next stage in my career and looking forward to making a significant contribution to the growth of an ambitious company*.

**WORK EXPERIENCE**

***IV QUATTRO RESTAURANT – Boulevard, Dubai Mall***

January 2014 – August 31, 2014

CUSTOMER CARE / HOST

***Duties****:*



* Greet guests and patrons personally and on the telephone
* Proven record of inspecting dining room serving stations for tidiness and sanitation
* Present menus and take orders
* Proven ability to obtain reservations as required ensuring correctness
* Thorough understanding to make sure that all menu folders and inserts are spotless and current
* Make sure all menus are wiped down, free of spots or stains, and complete, serving only the highest standard and quality service to guests
* Make sure the server is aware they have been sat.
* Say good-bye to all of the guests.

**THIKA MOTORS DEALERS KENYA LIMITED**

January 2009 – 2013

SALES

***Duties****:*

* Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge and all other aspects of customer service.
* Maintain an awareness of all promotions and advertisements.
* Assist in floor moves, merchandising, display maintenance, and housekeeping
* Assist in processing and replenishing merchandise and monitoring floor stock.
* Aid customers in locating merchandise.
* Communicate customer requests to management.
* Participate in year-end inventory and cycle counts.
* Assist in ringing up sales at registers and/or bagging merchandise.

**DEL MONTE**

January 2007 – 2009

SALES LADY

***Duties****:*

* Good welcome of customer in the showrooms.
* Ensure well display of item in the shop.
* Recognizing of all the customers on the floor.
* Dealing with customers complains.
* Convincing customer that our rates are pocket friendly.
* Ensure customer satisfaction through good customer service.
* Stocking shelves, marking price tags and preparing displays.
* Providing reception, marketing and sales support relief.
* Ensuring cleanliness in the shop.

**ACADEMIC QUALIFICATIONS**

**AWARDED: DIPLOMA IN HOSPITALITY**

THIKA INSTITUTE OF TECHNOLOGY

2005-2006

REFERENCES – Available on request.