**SALOME**

**CAREER OBJECTIVE**

Seeking a suitable post in a progressive organization where I can contribute knowledge and skill as well as gain experience through continues learning, conviction and hardworking for the advancement of my career and development of my potential abilities to work effectively.

**EMPLOYMENT HISTORY**

* Customer Service Assistant,July 2013 – Till Date
* Sales representative,Octomber 2008-June 2013
* Customer Service-Receptionist, November 2006-Octomber 2008

**EMPLOYMENT EXPERIENCE**

**ABELA & CO LLC-Dubai**

**Duration-July 2013-Till date**

**Position-Customer Service Assistance**

**Duties and responsibilities.**

* Maintain proper protection of staffs and properties in the accommodation.
* Receiving calls from locations and /or staffs and forwarding them to the respective person(s).
* Ensure that the staff accommodation is maintained properly and all complaints/ requests are addressed promptly.
* Performing first aid incase of immergency.
* Monitor the staff accommodation on a daily basis from a safety and security perspective and ensure that all company provided equipment (fire extinguishers, gym, library etc.) and facilities are in good working condition and well maintained at all times.
* Providing staff’s bed allocation, linens, mattresses, lockers to new arrivals as well for existing employees, if necessary.
* Prepare and update reports on Room Occupancy List (in excel template), staff residing at the accommodation, live-out and other issues (i.e. sick staff, missing staff, etc.).
* Counter check invoice versus that quantity & quality of asset/s or supplies received.
* Ensure that the staff accommodation (including but not limited to the greenery projects, recreational, pest control measures etc.) is maintained properly at all times.
* Conduct hygiene audits in the accommodation to ensure that the health and sanitation standards are maintained.
* Conduct routine inspection of staff rooms, recreation areas, etc. within and outside the accommodation premises to account staff and equipments.
* Prepare and issue Violation Report for any employee infractions or violations and apprehend or evict violators from premises when necessary.

**MARINDANDI FASHIONS STORE – KENYA**

**Duration:Octomber 2008 to June 2013**

**Position: Sales Representative**

**Duties and Responsibilities**

* Acknowledge and greet all customers while entering the store in a professional manner
* Being present on the shop floor to deliver service to customers while on duty
* Establish customers need by using open questions to ensure they get what they want
* Inform customers of any ongoing promotion in the store and specify any terms and conditions
* Utilized product knowledge and skills to explain features and benefit of the products
* Use initiate on how to increase sales by suggestive sale strategy by adding on sales
* Provide assistance to customers at the fitting
* Demonstrate positive fun exterior and maintain team work as the top priority
* Ensure all customers return are dealt with in a professional manner to enhance customers loyalty for better shopping experience
* Communicate all customer feedback to the store manager and plan actions
* Received and prepare stock for the display on the floor
* Maintain stock replenishment and standards on the floor at all times
* Monitor sales hourly tracker at all time to ensure sales are better than last week
* Know the business target weekly, monthly and sales update to maintain business focus
* Help visual merchandisers to arrange displays and implement promotions in the store
* Assisting the store manager and take on any extra responsibilities
* Assist customers at the till point by displaying excellent customer through eye contact and chat.

**UTALII HOTEL-KENYA**

**Duration-November 2006 to Octomber 2008**

**Position-Customer service-Receptionist**

**Duties and responsibilities.**

* To ensure a friendly approach and able to handle all types of customers.
* To Communicate Charmingly and positively with customers and colleagues
* To present myself smartly to impress our customers in the first greet.
* Handling all reservations, through calls.
* Being flexible and carrying out any other duties as requested by the management.
* Handling all incoming and outgoing correspondence through phone and email.
* Follow up all on reservation and ensuring all guests details are correctly entered in the system.
* Extend a personal service to our customers and strive to please them to sell the in-house.
* Up selling any promotions or events over the telephone to members and guests.
* Restaurant duty including greeting guests dealing with general inquiries.
* Making sure to communicate with F & B superiors, keeping them informed at all times.
* Wishing “farewell” to all the guests, encouraging repeat customers.
* Maintain accurate of check in and check out.
* Ensure all customers belongings are handled carefully.

**ACADEMIC BACK GROUND**

|  |  |  |  |
| --- | --- | --- | --- |
| **GRADUATION DATE** | **DISPLINE** | **COURSE ATTAINED** | **INSTITUTION** |
| **2006** | SUCCESSFUL COMPLETION | HOTEL MANAGEMENT | KENYA INTITUTE OF HOSPITALITY STUDIES |
| **2005** | SUCCESSFUL COMPLETION | CERTIFICATE IN BASIC COMPUTER | RING-UP COMPUTER CENTER |
| **2003** | SUCCESSFUL COMPLETION | KENYA CERTIFICATE OF SECONDARY EDUCATION | MUNYAKA HIGH SCHOOL |
| **1999** | SUCCESSFUL COMPLETION | KENYA CERTIFICATE OF PRIMARY EDUCATION | MUNYAKA PRIMARY SCHOOL |

**TRAININGS ATTAINED**

* Communication Skills
* Dazzling customer service
* Department of protective Systems(DPS)
* Handling Customer Complains
* Interpersonal skills
* Serve to win
* Think to win
* Team Spirit
* Basic First Aid
* Basic Fire Fighting/Warden

**PERSONAL INFORMATION**

Date of birth : 3rd May 1983

Nationality : Kenyan

Marital status : Married

Notice period : One month

**Hobbies:**listening to music, socializing and swimming.

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

