## IRENE

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**Nationality**: Kenyan

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**CAREER OBJECTIVE**

To get new career opportunities where I can use my varied years of my leadership experience alongside my professional courses in hospitality, training, HR Certification ,Health Safety at workplace, my skills and knowledge in leading teams to improve operations, increase profitability and enhance growth

**STRENGTHS:**

* Effective and Strong Inspirational Leadership Skills
* A Good Team Player, Reliable in decision making and problem solving
* Highly Organized with Excellent and Effective Communication Skills and attention to details
* Extensively trained in Quality Customer Services Management
* Safety Awareness with attention to Details and Quality in both front and back of the house

**TRAINING & WORK ACHIEVEMENTS**

* Completed Hygiene for Management Level 4 by APEX CONSULTANCY
* Opera system basics in Reservation, Front desk, cashiering
* Talent Management , coaching skills, Time Management and Delegation Skills training
* House Health & Safety Level 2 by Chartered Institute of Environmental Health-2015
* Cost Control professional development Course- Jumeirah Emirates Academy Dubai -2014
* Certified Human Resource Program at Blue Ocean Academy Dubai-2013
* Risk Assessment Principles & Practice -Najma Training Consultancy - Dubai 2013
* Merit award Level 3 Supervising -P.I.C training 2012
* 7 Habits of Highly Effective People (5 day training workshop)-2012
* Kitchen & Revenue Management in the 21st Century – Jumeirah College, Dubai -2012
* Business Excellence & Process Thinking Training
* Computer literate: MS Outlook ,MS Power Point, MS Word, MS Excel , LMS, Business Matrix and POS
* Certified Task Trainer: Dubai Quality Award Gold, team leader nominee etc

**WORK EXPERIENCE**

**WILD WADI WATER PARK-JUMEIRAH**

**services supervisor/team leader**

**2005 –up to date**

* Orient & train both new and senior colleagues to equip them with necessary skills and knowledge in performing their jobs with quality and compliance
* Push for sales and ensure budgeted revenue targets are achieved
* Handle investigation and disciplinary procedures according to Jumeirah and U.A.E classification of offences
* Assign tasks and duties to my colleagues and provide supervision & hands on support in operation
* Evaluating performance of my colleagues by conducting probationary ,midyear and annual appraisal reviews , and monthly audits for their personal and professional development
* General administration and documentation
* Analyzing departmental Customer Satisfaction Index (CSI) responding to customer feedback and complaints on business matrix and communicate action plans implemented
* Organizing and leading Monthly & Quarterly departmental communication meetings
* Review , edit and update operating procedures on the intranet on DMS and action plans
* Recommend , nominate and award colleagues for performance awards or merit increase in Food quality objective
* Dealing with suppliers and overseeing the purchasing section in the restaurant
* Monitor and reduce wastages
* Monitor and observe overall Food Safety and hygiene and train staff on good personal hygiene
* Evaluate and update departmental risk assessments and provide action plans on House audit visits.
* Handle and manage outsourced staff

**M.P SHAH HOSPITAL**

**STORES & RECEIVING CLERK**

**Aug 2003 - Jan 2004:**

*This position called upon skills I learnt as part of my course the ability to put them into practice in real world’ situations.*

* Knowledge of Operation in receiving and issuing goods{stores}
* Review and file purchase orders, expedite open orders
* Handling inquiries/complaints with suppliers
* Maintaining products supply within recommended Health and Safety practices through effective stock control
* Carry out other assigned duties

**SCOOBY DOO BABY CARE**

**ADMINISTRATIVE CLERK/MANAGEMENT TRAINEE**

**Jan 2003-Aug 2003**

*This was designed to look at developing experience for clients within the establishment and the following responsibilities.*

* Maintaining documentation i.e. filling, attendance records, billing
* Managing equipment (telephones, photocopiers) and stationery
* Managing phone calls and inquiries
* Assisting with enrollment process with a high level of customer service
* Ensuring completion of students' admissions documents

**STEM HOTEL**

**INTERNSHIP IN GUEST RELATIONS**

**Aug 2001-Dec2001**

* Responsible for accuracy of seating the guest according to the guest booking preferences
* Effectively communicate to guest information about the services.
* Handling petty cash
* Follow up with guest request orders to ensure prompt service.
* Simple accounting procedures to verify credits cards.
* Dealing with dissatisfied guest during operation
* Ensure opening and closing checklist are completed on a daily basis

**EDUCATIONAL BACKGROUND**

* *Certificate in Human Resource Management at Blue Ocean Academy Dubai-2013*
* *Diploma in Hotel and Catering Management -Jan 2000 - 2002*

**REFEREES:**

**Available on request.**