**PERSONAL DETAIL:**

**Name: Grace Wairimu Macharia**

**Sex: Female Nationality: Kenyan**

**Date of birth: 26 Dec 1993 Marital status: Single Language: English**

**CAREER OBJECTIVE:**

Keen learner with practicing knowledge in customer service delivery, adaptable team-player with strong communication and organizational skills, especially in receiving guests and resolving requests to Exceed guest’ expectations, in order to increase the productivity of the organization. Holding its vision and mission for positive innovative growth and my career advancement

**Work Experience**

**Serena Beach Resort Hotel Mombasa Kenya– Receptionist 2013 – 2015 Duties and Responsibilities:**

* Receiving and distributing messages from telephone/email as appropriate, taking clear messages and passing these promptly to the appropriate member of the team using judgment of urgency.
* Provided reception duties on behalf of the team, which involved providing face-to-face contact for visitors in a responsive and courteous manner.
* Responded to queries promptly and in a friendly manner.
* Participated in business and team meetings regarding service planning and to assist in the implementation and continual review of work systems.
* Provided efficient data entry into the local team information systems as required.
* Assisted with organizing of repairs and maintenance of office equipment.
* Carried out secretarial duties including attending committee meetings and taking notes, typing meeting minutes, letters, reports, scheduling meetings, filing, answering telephones, and greeting visitors and tourists at the Information Center.
* Receiving and recording incoming deliveries of equipment, handing out free documentation, sending and receiving fax messages, recording and storing lost property until claimed, using and maintaining the computerized conference room booking system, assisting in the preparation of large mail shots and preparation of materials for events.

**Serena Beach Hotel Restaurant Mombasa Kenya– Waitress Jan 2010 – 2012**

* Present Responsible for looking after guests and attending to their needs during their visit.
* Welcoming them to the restaurant, escorting them to their table and also informing them of any special offers or meals.
* Duties: Providing a warm welcome for customers. Receive food & drink orders & serve customer requests to the standards required.
* Serving dishes to customers at tables. Learning the names of & building relationships with regular customers.
* Ensure timely delivery of all food & beverage items to customers. Understand menu content and keeping up to date with any menu changes.
* Making recommendations from the menu if requested. Answer guest queries in a polite and helpful manner.
* Clearing cutlery and dishes away from tables.
* Passing food orders through to the kitchen staff promptly.
* Ensuring all hotel corridors are kept clear from rubbish, glassware and crockery. Full product knowledge of all menu items and hotel facilities and services.
* Check on customers asking if they are enjoying their meals and service.
* Ensuring the food service area is left clean and tidy once all the guests have left.
* Relaying, preparing and setting tables for the next guests.

**KEY SKILLS AND COMPETENCIES:**

* Familiar with all cash handling & Credit card payment procedures. The motivation to learn new knowledge and skills.
 Computer Skills and Good Housekeeping duties. Have a full knowledge of all food & beverage policies and procedures.

**ACADEMIC QUALIFICATIONS:**

* 2012 – 2015: Kenyatta University, Bachelor of Economics and Finance
* 2008 – 2011: Loreto High School Limuru / KCSE (B)
* 2000 – 2007: Mekaela Academy / KCPE (413)

**PERSONAL SKILLS:**

* Attentiveness with time management, Good communication and interpersonal skills. Energetic, positive and self motivated , Ability to handle pressure and work in team Highly motivated, Fluent in English, Computer literate

**Job Seeker First Name / CV No: 1836672**

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