**NAME : MARGARET**

**MARGARET.325844@2freemail.com**

**AGE : 29 YEARS**

**NATIONALITY : KENYAN**

**VISA STATUS : Husband’s visa**

**POSITION : Receptionist**

## LONG TERM CAREER OBJECTIVES

I am interested in working in a challenging and competitive field that requires decision making skills, with long term career opportunities for personal growth and advancement.

**ATTRIBUTES**

* Effective verbal and written communication in English.
* Self-motivated, with the ability to work well, both independently and within a team.
* Able to relate to people from all cultural, ethnic and professional backgrounds.
* Reliable and hardworking, with compassionate attitude towards others.
* Able to cope well under pressure, and respond to changing and challenging situations.

**WORK EXPERIENCE**

**MARCH 2016 to Dec 2016**

**Hostess: Hawthorne Suites by Wyndham, Dubai Marina**

**Responsibilities:**

* Customer hospitality and care
* Supervision of F & B team
* Briefing of F & B Team on scheduled or forthcoming special events/requirements
* Coordination of F & B requirements & logistical resources

**MARCH 2014 TO APRIL 2015**

**Receptionist: Jumeirah Golf Estates, Dubai**

**Responsibilities:**

* Checking-in of guests and members
* Managing tee-time reservations using the Jonas Management System
* Responding to phone and email enquiries, reservations etc.
* Customer service
* Sales and stock management of pro-shop items

**JANUARY 2010 TO MAY 2013**

**Sarova Stanley Group of Hotels, Nairobi, Kenya**

**Responsibilities:**

* Front office management
* Receptionist
* Customer Care Services

**March 2007 to June 2007**

**Intern Travel consultant; Quest Wildwood E.A. Tours and Travel, Nairobi, Kenya**

**Responsibilities:**

* Tour packaging and costing
* Itinerary planning & organization
* Air ticketing
* Airport representative
* Customer care

## PROFESSIONAL QUALIFICATIONS

**Unity College of Professional Studies – April 2006 to march 2007**

1. Diploma in Tours & Travel IATA/UFTAA Program
* Air fare & ticketing
* Customer Care
* Car hire
* Transportation
* Accommodation
* Information technology (Galileo)
1. Introduction to German studies.

### SKILLS AND ACHIEVEMENTS

During High School I was an active girl guide, and a member and leader of both music and drama clubs. I also participated in the High School Science Congress, and was awarded a certificate in of merit for achieving first position.

### INTERESTS

* Travelling
* Socializing
* Reading, and listening to music
* Visiting children homes