 **CURRICULUM VITAE**

**PERSONAL DETAILS:**

Name: Leah

Email : Leah.334582@2freemail.com

Gender: Female

Date of birth: 1st June, 1994

Marital status: Single

Nationality: Kenyan

Languages: English and Kiswahili

**PERSONAL PROFILE:**

I am passionate about the Hospitality industry and my practical experiences serving in different places have confirmed hospitality as the career choice for me. I am looking forward for a career focused on my passion and presenting myself with the opportunity to work with similar like-minded people.

My hard work, enthusiasm, communication skills, responsible and friendly nature are assets I would like to bring to this line of work. I believe that I have the skills and ability to work independently and prioritize things under pressure and able to meet set deadlines.

**WORK EXPERIENCE:**

**Eton Hotel: January 2016 – Current**

**Hostess**

**Responsibilities**

* Delivering exceptional customer service which involves exceeding customer expectations and resulted in building a well-established customer base.
* Handling business correspondence and holding negotiations on event planning.
* Working together as a team on maintaining outstanding teamwork and a team spirit.
* Successfully meeting and solving challenges in a smooth and positive way.
* Performing cashier activities, working with the payment system, preparing reports for the accountant department;
* Coordination of all activities at the restaurant.
* Upholding high-quality grooming standards

**The Oak Place: December 2014 – October 2015**

**Waitress**

**Responsibilities:**

* Take guest orders and enter it to computers for transmittal to kitchen staff.
* Check guest satisfaction of their meals and take action to correct any problems.
* Serve food and/or beverages to guests; prepare and serve specialty dishes at tables as required.
* Prepare checks that itemize and total meal costs and sales taxes.
* Clear dishes and glasses from tables or counters, and take them to kitchen for cleaning.
* Collect payments from customers.

**EDUCATIONAL BACKGROUND:**

**2013 – 2015: MOUNT KENYA UNIVERSITY**

Diploma title: Hospitality Management

**2012 (May- August) INSTITUTE OF ADVANCED TECNOLOGY (IAT)**

 Computer applications

**2008 – 2011 KENYA CERTIFICATE OF SECONDARY EDUCATION** Moi Girls Secondary School, Kamangu

**2006 -2007 KENYA CERTIFICATE OF PRIMARY EDUCATION** Bishop Kairu Education Center

**SKILLS**

Opera System

Sabre System

Customer Care

**HOBBIES**

Travelling, reading, charity work, swimming and cooking