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**Objective**

To attain a position, that I’m able to learn, fully contribute and increase the shareholder value by maximizing profit and utilization of available resources.

**Personal Attributes**

Computer Literate

Gulf experienced Administration professional

Diary Management – Business Correspondence skills

Can deal with multicultural clientele

Good team player, able to relate to people with diverse cultural backgrounds.

Hardworking, dynamic, faster learner able to adapt to any environment.

Ambitious, self-driven able to work under pressure and able to attain goals and objectives.

Excellent command of both written and spoken English

Excellent interpersonal &communication skills on both social and professional level.

Excellent proven and practical customer service skills.

Able to coach employees to reflect service standards and procedures.

Possess excellent communication skills to deal with clients, employees effectively.

**Career Objectives**

Qualified professional with 4+ years of experience in administration, office management and

Customer service in various organizations: Competencies in providing world-class administrative

support, handling multiple tasks, and fulfilling organizational objectives and dealings, now seeking to

Respond to new challenges and contribute to efficient and quality customer handling services

Work Experience:

**July 2015 – Present CARAMEL RESTAURANT &LOUNGE DUBAI**

**Position: Senior Receptionist / Hostess**

Usage of Open Table/ Reserve out

Large party reservations

Compiling set menu for events in absence of reservation Manager.

Concierge visitations

Organizing special events: birthdays, Anniversaries

Taking reservations

Ensuring guest satisfaction after their dining experience.

**July 2014 – July 2015 CARAMEL RESTAURANT &LOUNGE NAIROBI (Pre-opening team)**

**Position: Hostess / Reservationist**

Usage of Open Table

Handling calls inquiries/ Reservations and emails

Escorting guests to their assigned tables.

**January 2012- June 2014 ONE&ONLY THE PALM HOTEL -DUBAI**

**Department: Front Office**

**Position: Guest Services Officer/Retail Attendant (Support Staff)**

* Usage of Opera
* Answer a high volume of calls and maintain a rapid response rate according to agreed standards.
* Order and maintain relevant office supplies for effectiveness of personal duties.
* Operate a variety of standard office machines, including a personal computer and a variety of
* computer software, phone, fax, calculator, shredding machine, laminating machine andphotocopy machine.
* Perform reception duties in an efficient, professional and courteous manner.
* Review Front Desk logbook for any other information or incidents and review all arrivals noting

any special requests or challenges.

* Assist in day-to- day operations, the Reservations Administration office and in overseeing the

group rooms with pre-arrivals.

* Handled administration, office management, business development, and logistics coordination

related duties in the organization; ensure smooth functioning of departments in managing daily

transactions

**Sales Retail: Job Profile**

* Handled calls inquiries, customer care, reservations and prepare bookings
* Welcoming visitors to the hotel and serving hand towels and welcome drinks
* Directing and escorting customer to fitting or dressing rooms and to cashier;
* Keeping merchandise in order.
* Inventorying stock taking.
* Arranging stock on shelves and racks in sales area as per the display policy.
* Opening and closing, recording amount of cash float in register at end of shift.
* Filling out specific forms to process transactions and special orders such as refunds, among others.
* Following database of VIP customers, building the loyal relationship between them and the brand
* Usage of Micros
* Opening of hotel boutique and attending to customers need both in house and walk in guests.
* The use of bar code charging

**December 2010 –January 2012 ONE AND ONLY THE PALM HOTEL**

**Department: Rooms Division (Switchboard)**

**Position: Senior Front Office Administration Operator**

* Skillfully managed busy phone system then apply necessary telephone skills throughout the daily office environment.
* Knowledge in short handwriting obtained from education courses
* Sorting the bills and filing them
* Sending CID reports and scanning passports
* Creating speed dials for all telephone numbers of staff members
* Checking the trunk lines and giving reports
* Checking and changing TV channels
* Checking music on hold and giving reports
* Updating nurse / engineers / duty managers on duty
* Usage of Opera
* Photocopying duty managers logbook and distributing
* Printing reports on the departures / arrivals
* Giving wake-up calls / taking
* Taking calls and guest messages
* Recording of all international calls made
* Supervise machines maintenance
* Assists in check in and check out of guests
* Coach and train other staff members before they are posted to other departments.

**2008 Up to September 2009 : City Wall Hotel**

**Position Receptionist**

**Duties and Responsibilities**

* Welcoming visitors to the hotel
* Providing information regarding the guest house services to customers
* Receiving calls and making calls to guest rooms and receiving their comments and needs
* Checking in and registering guests
* Exchange of keys
* Checking authorization of credit cards
* Sorting and preparing bills for check-out
* Booking flights for guests.
* Making store requisition
* Average skills in Micros Fidelio

**January 2009 – October 2010 HACO INDUSTRIES LIMITED (Internship Experience)**

**Department: Guest Relations**

**Position: Customer Service Agent**

**Duties and Responsibilities**

* Provide excellent customer service at all times
* Improve quality cultures in all front line departments
* Manage and maintain a clean and welcoming atmosphere in the office.
* Advice and inform clients on the latest and existing products and procedures, terms andconditions of service.
* Organized deliveries, collection and replacement of company needed materials
* Coordinate with department supervisor to ensure that procedures are strictly followed.
* Manage and monitor the quality of all customers queries & handle them professionally
* Ensuring all clients is served in the shortest time possible
* Reviewing quotations
* Attended and provided customer a welcoming approach like offer drinks, seats, and wants of

customer to develop or attain customer satisfaction.

* Handled accounts such as cashiering, registering and other daily financial routine.
* Organized birthdays, conferences and meetings.

Educational Background:

**December 2007 – December 2008 DAYSTAR UNIVERSITY**

**Qualification: Diploma in Travel Tourism and Hospitality**

Skills Acquired:

Managing in organizations

Tourism and the environment

International Travel Tourism and Hospitality

Marketing

Human Resources Management

**January 2004 – March 2007 NDURURUMO HIGH SCHOOL**

Kenya Certificate of Secondary

**September 2009 – November 2009 MAGTECH**

Certificate in Customer Service Care

**June 2009 – August 2009**

Computer Skills

MS Word

MS Excel

MS Power point

MS Publisher

MS Access

Fire and Safety Training /Food Hygiene

Hobbies / Interests, Traveling, Making Friends, Socializing, Sightseeing&Writing / Recording Music