**CURRICULUM VITAE**



**PERSONAL INFORMATION**

NAME : Nancy

NATIONALITY : Kenya

GENDER : Female

EMAIL ADRESS : [nancy.342547@2freemail.com](mailto:nancy.342547@2freemail.com)

VISA STATUS : VISIT VISA

**CAREER OBJECTIVE**

To be part of a dynamic and professional organization that provides opportunities to enhance my skills and experience while contributing to the company towards growth and success.

**SKILLS AND ABILITIES**

* Interpersonal skills
* Communication skills - verbal and written
* Listening skills
* Problem analysis and problem-solving
* Attention to detail and accuracy
* Data collection and ordering
* Customer service orientation/leadership
* Adaptability
* Initiative
* Stress tolerance

**PROFESSIONAL BACKGROUND**

**AIRTEL COMMUNICATION CENTRE:**

April 2016 to January 2017

Position: customer service supervisor

Duties and Responsibilities

* Attending to calls and assisting our clients at all times
* Ensuring that the service is deliver promptly according to the company standard
* Conducting exercises’ in various Area of the country by promoting and educating/ enrolling more clients through the program me.
* To provide courteous and professional service at all times

**QATAR AIRWAYS AIRLINE**

June 2014 to August 2015

Position : Cabin Crew

Aircraft trained for service delivery and safety:

* A319,A320,A321
* A330
* Boeing 777 aircraft
* 380 aircraft

**Certificates**

* Service Excellence Program & SEP
* Cabin Crew One World Assessment Course
* Responsible Service Of Alcohol (RSA) Course
* One World Frequent Flyer Program Course
* One world Staff Travel Procedures (For Reservations & Ticketing Staff) Course
* Fire And Smoke Training Air Crew (Initial) Course
* Safety Management System (Cabin Crew) –REL 2014 Course

**Duties and responsibilities include:**

* Safety and Comfort of our passengers
* Greeting passengers during boarding and fond farewell while exit the aircraft
* Showing passengers to their seats and providing special attention to our special handling passengers
* Checking PIL in accordance with request from our passengers special meals
* Serving meals and refreshments
* Dealing with Emergencies procedures
* Administering First Aid
* Assisting passengers with newspapers, magazines and assist in operating in-flight entertainment system.
* Demonstrating emergency Safety procedures and equipment’s on board
* Checking the condition of Emergency equipment’s and if properly stored in location

**October 2011 to June 2012** : **JUMEIRAH BEACH HOTEL**

**Position : SENIOR GUEST RELATIONS EXECUTIVE**

Main Duties

# Roster updating in the outlet

* Demonstrate knowledge of individual contribution to department objectives
* Ensuring allocation for the tables is done on time
* Ensuring that the SOP is followed
* Carry out any other reasonable duties as assigned by the outlet manager
* In charge of overtime’s in the outlet

**November 2009 to October 2011 : JUMEIRAH BEACH HOTEL**

**Position : GUEST RELATIONS EXECUTIVE**

Main Duties

Represent the venue first and last point of guest contact in a friendly and timely manner and fond farewell.

Cross selling other hotel restaurants within the hotel/company.

To assign table for guest as per their requirements and monitor the reservation sheet

Assist the OM(outlet manager) and the AOM(Assistance outlet manager) with the administrative work of the outlet.

Follows-up on guests’ requests (i.e. cakes, VIP, celebrations) and communicates them to the TL, OM on duty and meet/handles all high profile guest

Greets guests and escort them to tables, provide menu and immediately shares guest name to relevant service staff directly after seating.

Inform the colleague of any specific guest request or needs

Respond promptly to customer inquiries

Obtain and evaluate all relevant information to handle inquiries and complaints

Offer assistance to colleagues when required, to ensure work goals are meet

Demonstrate trust, support and respect towards team members in day-to-day work activities

Ensure a proper capture of all guest source data (in-house,outside tourist are secured.

Follow up on customer interaction

To ensure that all the other colleagues are trained in handling the epicure system

Handle’s the Micros system

Liaises with other department when events or functions take place in the outlet to inform them about the outlet requirements and whenever necessary, and communicates them to the Team Leader on duty

**October 2006 to October 2009 : JUMEIRAH BEACH HOTEL**

**Position : Waitress**

**Main Duties**

* To provide courteous and professional service at all times and ensure that regular guest are recognized using their names.
* To handle guest inquiries in courteous and effective manner.
* Checking our guest satisfaction at all time and giving more service to our clients.
* Ensuring that they are having fun and enjoying the beautiful view of our Hotel.
* Cleaning the tables and ensuring that there are ready with all the set up neat for the next guest.
* Assisting them rather than directing them at all times.

**EDUCATION BACKGROUND**

**Secondary Education**

1997 -2002 :Kamukunji High School

:Attained K.C.S.E Certificate

**College Attended :**Nairobi Aviation College

**Course** :Diploma in sales & Marketing (CREDIT)

**MERITS AND AWARDS RECEIVED**

Nominated Employee of the month Feb, 2007 (JBH)

Nominated Colleague of the month in the outlet Nov, 2008

**TRAININGS AND SEMINARS**

* Food Hygiene
* First aid
* Complaint Handling
* Epicure Hostess
* Selling Techniques
* HACCP Training
* Fundamental of Excellence Training
* How to exceed 2012 with customer satisfaction