**CURRICULUM VITAE**

**KAHWA**

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**Personal Bio-data**

Nationality : Ugandan

Gender : Male

Date of Birth : 24th Jan 1985

Visa Status : Visit Visa

Notice Period to work : Immediately

Languages : Excellent English, Good Swahili

**Personal Profile:**

A hospitable, motivated, presentable and hardworking team player who possesses a high standard of personal appearance andhygiene standards. Always focused on making sure that every guest is served to the highest possible standards by having an outgoing, polite and professional attitude towards all guests. Constantly working hard to ensure that guest expectations are met and that their time while being served is a memorable experience. I am looking for new challenges, and seeking a suitable position with a reputable and exciting company like yours.

**Career Objectives:**

* + To work in a challenging and dynamic environment that professes professional development and encourages personal growth through career advancement, contributing enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my customer service skills obtained through my experience within the front office department.
	+ To obtain a suitable position in a professional and highly competitive business environment that will enhance my experience and utilize my full potential.

**Key Skills and Competencies**

Fluent in oral and written English language, high level of personal presentation, excellent communication and organizational skills and above all attentive to individual customer needs to detail and also always eager to acquire new knowledge and skills, have a full knowledge of front office policies and procedures.

**Personal Attributes**

* + Customer service oriented
	+ Strong communication skills and strong public relations
	+ Great adaptability to high challenge
	+ Confident and have genuine interest in customer satisfaction.
	+ Ability to work under minimum supervision and can handle pressure
	+ Able to work longer hours, dynamic and performance driven

## WORKING EXPERIENCE

**Front Desk Shift Leader and Night Auditor-Holiday Inn Express Hotel Dubai Jumeirah (November 2013 to November 2016)**

Responsible for providing professional and customer focused service to guests by ensuring their stay is a memorable experience as briefly mentioned below;

* Receive guests in a professional and friendly manner as well as satisfying guest’s expectations right from arrival all the way through to departure.
* Greeting guests in a friendly and professional manner according to the hotel’s standards.
* Performing accurate check-ins and check-outs on a daily basis.
* Running daily reports to check reservations for accuracy and identifying any special requests and act accordingly.
* Maintain effective communication with all related departments to ensure smooth service delivery.
* Maintain a good working relationship with all the Front Office team with more emphasis on the Guest Service Agents and Guest Relations Executives/Officers.
* Supervise the entire Front Desk team so as to ensure guests are taken care of in a professional and friendly manner.
* Responsible for the cash float throughout the shift and ensuring it balances correctly at the end of the shift.
* Maintaining an up to date knowledge of the Hotel and local services so as to supply information and respond to guest queries.
* Dealing swiftly, efficiently and sensitively to guest complaints and following up on them all the way through.
* Complying with the hotel’s policies and procedures and code of ethics
* Maintaining an awareness of the guest profiles.

**Night Audit Duties**

* + Posting room charges and taxes to guest accounts
	+ Transferring charges and deposits to master accounts
	+ Verifying that all transactions performed at the front desk are supported by documentary evidence and signatures and that they have been correctly posted and allocated in the PMS system.
	+ Balancing the day’s charges as well as making necessary corrections where necessary.
	+ Tracking room revenues, occupancy percentages and other front office statistics.
	+ Summarizing results of operations by management
	+ Preparing end of day procedure
	+ Running end of day process in the property management software(Opera)
	+ Performing check-in and check-out procedures, among others.

**Front Desk Executive – Serena Hotel Kampala (March2009 to Feb2012)**

**DUTIES:**

* + Greet ,register and assign rooms to guests
	+ Issue room keys to guests
	+ Responsible for proper key control and other security measures
	+ Answering telephone in absence of the telephone operator
	+ Transmits and receives telephone messages and sets up guest wake-upcalls
	+ Compute bills ,collect payments and do currency exchange for guests where and when necessary
	+ Make and confirm reservations
	+ Check-out guests as well as inquire about their stay in the hotel.
	+ Promoting and supporting brand voice and initiatives like priority clubs and associate programs.
	+ Actively building awareness of the brand to guests.
	+ Providing and ensuring high quality guest relations such as receiving and resolving guest complaints in a manner consistent with the company policy by liaising with the Duty Manager and making him aware of any guest complaints.
	+ Confers and coordinates with other departments as needed to ensure proper coordination of activities.

**Guest Service Agent/Cashier/Night Auditor–Imperial Group of Hotels(Jan2005 to Jan2009)**

**DUTIES:**

* + Answer incoming calls and assist with reservations, confirmations, room need requests, and questions.
	+ Sell, process, enter and confirm room reservations using selling techniques and strategies.
	+ Maintain knowledge of current hotels’ events, activities and hours of operation as well as dining options currently available.
	+ Explain hotels products, service and other information about the hotel as requested.
	+ Assist guests with issues and complaints, with empathy and focus on guest satisfaction.
	+ Greet guests warmly and perform registration procedures.
	+ Provide guests with appropriate room assignments, room keys, directions to the rooms, while up-selling when appropriate.
	+ Verify payment for stay including incidental costs by obtaining credit information.
	+ Use supervisor support when necessary.
	+ Answer incoming calls within 3 rings with appropriate greeting.
	+ Maintain accurate logs of mail, packages, parcels or other items for guest delivery.
	+ Post charges to guest accounts as designated.
	+ Carrying out the daily Night Audit and running the hotel PMS system to prepare the hotel for the new day and its transactions.
	+ Facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due.

### EDUCATION BACK GROUND

**Year Institution Award**

2**003-2004**  Hilton High School Uganda Advanced Certificate of Education (U.A.C.E)

**1998-2001**  Kiira College Butiki Uganda Certificate of Education (U.C.E)

**1991-1997**  SeetaBoarding Primary School Primary Leaving Education (P.L.E)

**Computer Literacy**

* **Microsoft Office:** MS Word, MS PowerPoint, MS Excel. Used HMS and Opera systems.
* **Typing Speed** : Good

**REFERENCES**

Available on request