**CURRICULUM VITAE**

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**MY OBJECTIVE**

A team oriented person with excellent communication skills and dedicated to customer service with passion to satisfy and to have a long term relations with the company.

**INTERPERSONAL SKILLS**

Hardworking, Plan and organizes always taking initiative towards work without being told. I am dependable, trustworthy, honest and a fast learner. I will make sure to do the best of my abilities.

**CORE SKILLS**

* Computer literacy in Microsoft office suite.
* Good communication skills both written and verbal
* Willing to learn and take challenges
* Hard working and dedicated to work
* Ability to adapt in new environment and work in different shift
* Effective team player with awesome attention to detail.
* Excellent skills in maintaining cleanliness and personal hygiene standards
* Exceptionally professional demeanour and very respectful attitude
* Ability to make basic arithmetic calculation.

**WORKING EXPERIENCE**

**Phnencia hotel: receptionist/secretary**

**Designation: lebanon**

**Location: beirut**

**Period: 2013 to 2016**

**Duty and Responsibilities**

* Check the reservation book for reservations for the next meal period.
* Receiving and making calls and keeping records .
* Distribute reservations among all servers equally, informing them of all information necessary.
* See the reservation signs are placed on the tables.
* Make inquire with the kitchen what the daily specials are for the shift.
* Answer the phone in politely using a friendly tone and being informative.
* Having complete knowledge of all food and beverage menus.
* Hand over the restaurant survey tracking form and get feedback from the guest.
* Hand over the guest menu once they are seated and inform them the staff who they will serve them
* Handling and resolving customer complaints.
* Check with guest and confirm if they had pleasant evening at the restaurant and wish them good bye.

**SAROVA HOTELS**

**Designation: house keeping**

**Location: kenya**

**Period: July 2011 – Aug, 2013**

Duty and Responsibilities;

* To serve hotel guests food and beverages in their rooms, in a prompt and professional manner.
* To follow specified procedures to provide prompt, efficient, and gracious customer service to hotel guests in their rooms.
* To keep hotel corridors free of used room service items at all times.
* To ensure that the room service station is attended at all times while on duty.
* To communicate to the supervisor any need for supplies at the room service station.
* To follow all specified procedures to correctly handle all cash and credit transactions.
* To immediately report all suspicious occurrences and hazardous conditions.
* To maintain the cleanliness and safety of work areas at all times.
* To comply with company and departmental safety rules and regulations.

**HILTON HOTELS**

**Designation: Waitress**

**Location: kenya**

**Period: 2010 to 2011**

Performed duties efficiently, cooperating with the Team as a Team member.

**Duty and Responsibilities**

* Welcoming guest and escort them to their tables.
* Special talent for learning menu items and describing them appropriately to customers.
* Highly skilled in taking orders and relating and relying to kitchen.
* Garnish and decorate dishes in preparation for serving.
* Experienced in setting tables and placing decorations.
* Knowledge of different kind of food and beverages.
* Ensuring the food came out as desired.
* Check with customers to ensure that they are enjoying their meals.
* Clearing all plates and tables at the end of the meal
* Ensuring guest satisfaction.
* Collect payments from customers.
* Inform customers of daily specials.
* Dexterous to stand for long periods and lift heavy trays.
* Handling complaints from customers.
* Refilling salt, pepper, sugar and olive oil etc.
* Wiping down menu.
* Describe and recommend wines to customers
* Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
* Thanking the guest for coming in and assisting in any other ways.

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**ACADEMIC QUALIFICATION**

**nyankononi primary school 1992 to 2001**

Qualification Kenya Certificate of Primary Education

**St augustus high school**   **2001 to 2005**

Qualification Kenya Certificate of Secondary Education.

**COURSES AND TRAINING**

VISION COMPUTER computer packages

Institute of business secretarial course knec

Alpax college customer care certificate

IATA cabin crew/hostess

**AREAS OF INTEREST**

* Travelling
* Reading.
* Socializing.

**PERSONAL DETAILS**

Gender : Female.

Nationality : Kenyan.

Languages : English & Swahili (Written/Spoken & Reading) and Basic Arabic Language (speaking and listening)

Marital Status : Single.

Visa Status : visiting visa.

**Referees; Upon Request**