**LAVEEN**

**LAVEEN.349316@2freemail.com**

**RECEPTIONIST / CUSTOMERCARE**

**CAREER OBJECTIVES**

Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

**PERSONAL SPECIFICATION**

* Highly skilled in greeting, registering and assigning rooms to guests
* Problem analysis/problem solving/organizational skills
* Customer management
* Interpersonal skills
* Excellent written and verbal skills.
* Self driven team player and able to work under minimum supervision.

 **EDUCATIONAL BACKGROUND**

Jan2014-Dec 2016 : St Patricks Teachers College

 Diploma in Early childhood Development

Jan 2009-Dec 2010 : St. Patricks Teachers College

 **Certificate in Early Childhood Development**

Jan – April 2007 : Unity Computer Center

 **Certificate in Information Technology**

2003-2006 : Golbei Girls High School

 **Kenya Certificate of Secondary Education**

1992-2002 : Seretunin Primary School

 **Kenya Certificate of Primary Education**

**WORKING EXPERIENCE**

**2015 -2016 : The Red pot Hotel**

**Position : Guest Services /Customer Care**

***Duties and Responsibilities***

* Meet and Greet the guest at the reception
* To provide warm and professional service to our guests not only while checking in but also during their stay with us.
* To anticipate, understand and deliver customer expectations and requests in a timely, professional and articulate manner whilst maintaining the standards of the hotel.
* Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems such as: (Opera).
* Verifying and Scanning document for security purposes i.e. Passport ID Visa as per The U.A.E government standards.
* Comply with the hotel and department general policies, procedures, and standards.
* Responsible for all promotional and special events ticket sales, reservation.
* Liaise and follow up with all departments concerned to ensure customer satisfaction.
* To have an in depth knowledge of hotel facilities & city information.
* To be aware of functions, promotions and events taking place in the hotel.
* Provide an all-inclusive service to all hotel guests and handle their queries to the best of my ability without referring calls to other departments
* Undertake administrative responsibilities such as typing, emailing and general office procedures as required within the guest service center
* Making various reservations for the guest.
* Acting as a Team Leader whenever is required by Guest Service Centre Management

**2011 – 2014 : Zenith Interiors Limited**

**Position : Receptionist**

***Duties and Responsibilities***

* Welcoming and receiving guests.
* Answering visitor inquiries about the company.
* Answering incoming calls, and arranging appointments for guests to meet with company staff.
* Monitoring who is coming and going through the doors of the company.
* Perform multiple tasks quickly and efficiently.
* Give general information to clients.
* Filing and documenting records.

**2009 – 2010 : Rainbow Hotel**

**Position : Waitress**

***Duties and Responsibilities***

* Welcoming and greeting customers when they enter the hotel.
* Present the menu card to the customers for taking down orders.
* Ensure that all table accessories are in place such as napkin holders, salt and pepper containers, and other essentials
* Check if the guests need some more food items.
* Remove all the used utensils and plates from the table and clean it.
* Confirm if there is no other order to place and then present the total bill.

**AREAS OF INTEREST / HOBBIES**

* cooking
* Socializing
* Participating and sharing ideas.
* Doing voluntary work.
* Reading educational journals.
* Travelling.

**REFEREES**

Available upon Request