*CURRICULUM VITAE*

PERSONAL INFORMATION:

* **Names : Peris**
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CAREER OBJECTIVE

To gain employment in an organization that can offer me positive atmosphere to learn new skills and knowledge and implement them for the growth of the establishment while I develop my career.

KEY SKILLS:

* Strong oral and written communication skills.
* Great customer service skills.
* Possess a profound desire to satisfy the requirements of others in a fast paced environment.
* Superb attention to details.
* Proficient in English and Swahili.
  + - * 1. Thorough understanding of adapting to different personalities of guests and co-workers without losing attention.
      1. In-depth knowledge to assess, anticipate and meet multiple guests’ requirements at high quality standards.
* Perfect public relations personnel with a good sense of humor.

QUALIFICATIONS.

* Over four years’ experience in customer care services.
* Adaptability - handle surprises and sense the guest’s mood
* Broad knowledge of conducting access control.
* Computer knowledge: Microsoft Excel, Microsoft word and Microsoft power point.

INDEPTH TRAINING:

CUSTOMER SERVICE EXPERTISE.

* Answer questions and address complaints
* Answer all incoming calls and redirect them or keep messages
* A fully reliable person with ability to work in shifts.
* Good communication, presentation and interpersonal skills.
* In-depth knowledge of conducting access control and evacuating people during emergency.

WORK EXPERIENCE

Bazxar Restaurant and Bar (Dubai International Financial Centre)

(4th Oct 2016 – 5th Feb

Marketing/Customer Service

Responsibilities;

• Identify business opportunities and target markets  
 • Make initial customer contact through visits or calls  
 • Identify each potential customer’s needs  
 • Formulate business proposals according to customers’ business needs  
 • Negotiate prices and variations in prices and specifications  
 • Manage account management and expansion activities  
 • Develop new opportunities and close existing ones  
 • Build meaningful relationships within the company and outside  
 • Develop detailed territory plans  
 • Ensure appropriate and timely delivery of service and products  
 • Follow up on service and / or product once the delivery has been made  
 • Research market trends and products  
 • Arrange meetings with potential clients  
 • Challenge objections in order to get the customer to buy a product  
 • Liaise with suppliers to ensure appropriate product delivery  
 • Check quantity and quality of products prior to delivery  
 • Record sales information and maintain customers’ record  
 • Prepare sales reports by analyzing and summarizing information  
 • Review self-sales performance with a view to improve it

Vox Cinema (Dubai)

Customer Service (Sept 2014- Sept 2016)

Responsibilities;

* + - Listen and respond to customers’ needs and concerns
    - Provide information about ongoing and upcoming movies
    - Take orders, determine charges, and oversee billing or payments
    - Review or make changes to customer accounts
    - Checking tickets
    - Directing guests to the respective seats at work.
    - Examine tickets or passes to verify authenticity
    - Provide assistance with patrons' special needs, such as helping those with wheelchairs
    - Work with others to change advertising displays

• Make rapid calculations of costs in order to provide temporary quotations  
 • Prepare sales reports by analyzing and summarizing information  
 • Review self-sales performance with a view to improve it

Royal Falcon: (Dubai)

Hostess (April 2013 – July 2014)

Responsibilities:

* Greet guests and patrons personally as they enter into the establishment
* Receive and record dining reservations on the telephone
* Ensure the proper setup of dining and service areas
* Offer appropriate seats using truly personable demeanor
* Politely request guests to wait in waiting area if no table is available
* Ensure neatness and cleanliness of stations
* Present menus, make recommendations and take orders
* Ensure the quantity of food is sufficient to cater to the number of guests
* Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion
* Maintain clean and organized tables and work area
* Assist room service staff when needed
* Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant
* Resolve guests’ concerns in a prompt manner
* Prepare food and beverages when needed
* Liaise between staff and customers to ensure great service
* Order table linens, napkins and other dining room supplies

EDUCATIONAL BACKGROUND

**Academic and Professional Educational background**

Thika Institute of Business Studies - Business Administration (September 2006- March 2007)

Certificate in Business Administration.

Jordan Computer College - Certificate in Application Packages. (January 2006 –June 2006)

Gatanga Girls High School (2002 - 2005)

(KCSE Certificate)

Kihunguro primary School (1994 – 2001)

(KCPE Certificate)

HOBBIES

Travelling

Socializing and meeting friends

Reading

Cooking

Adventure enthusiast

Acting

REFERENCE WILL BE PROVIDED UPON REQUEST