**Mary**

**Mary.363133@2freemail.com**

**Personal Details**

Nationality: Kenyan

Marital Status:        Single

Languages: English, Swahili

Visa Status: Visit

**Career Objectives**

To secure a position in a vibrant industry that offers challenging opportunities, thus enabling me to add value to the organization by employing my customer service skills.

**Personal Attributes**

* A team player and a hard worker.
* Excellent in both oral and written communication.
* Ambitious, self driven, able to work under minimal supervision to meet strict deadlines.
* Interactive and cooperative with all company employees through building trust, valuing others, communicating effectively, driving execution, fostering innovation, focusing on the customer, collaborating with others, solving problems creatively and demonstrating high integrity.

**Employment Record**

**Company: Treff Cafe (UAE)**

**Period : Sept 2014 – Sept 2016**

**Position : Waitress**

**Duties:**

* Escort customers to their tables.
* Present menus to patrons and answer questions about menu items, making recommendations upon request.
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Inform customers of daily specials.
* Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as require.
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.
* Prepare checks that itemize and total meal costs and sales taxes
* Stock service areas with supplies such as coffee, food, tableware, and linens.
* Clean tables and counters after patrons have finished dining
* Fill salt, pepper, sugar. Cream, condiments and napkin container
* Perform food preparation duties such as preparing salads, appetizers and cold dishes, portioning desserts and brewing coffee

**Company: Tuskys Stores**

**Period : June 2010 – June 2012**

**Position : Sales Associate**

**Duties:**

* Merchandising under the guidance of the store manager.
* Assisting in stock taking and maintaining the cleanliness of the store.
* Selling watches and designers products.
* Coordinating the opening, daily operation and closing of the store.
* Cleaning and maintaining the displays in shelves.
* Greeting the customer and ensuring a warm welcome approach.
* Handling issues and queries related to operation of the store.
* Cash Handling – Cash and Credit Cards (Debit/Credit).
* Maintaining the cash flow without discrepancies.
* Handling customer complaints
* Ensuring high standards of quality customer service are met.

**Company: Panorama Limited**

**Period : Jan 2007 – Dec 2009**

**Position : Customer Service Assistant**

**Duties:**

* Handle customer enquiries by telephone, emails, letters or face to face.
* Providing customers with specific and accurate information regarding company products and services.
* Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
* Providing general administrative and clerical support including mailing, scanning, faxing and copying to management.
* Maintaining electronic and hard copy filing system.
* Keep records of customer interactions, process customer accounts and file documents.
* Answer questions about warranties or terms of sale.
* Accomplishes department and organization mission by completing related tasks as needed

**Education**

* (2012)

Magtech Training Centre- Certificate In Customer Care

* (2005-2006)

Kenya School Of Professional Studies - Diploma in Information Technology.

* (2000-2003)

Lamu Girls Secondary School - Kenya Certificate of Secondary Education (K.C.S.E)

**Hobbies**

* Socializing, Reading and Research, Travelling, Swimming

**Referees**

Furnished upon request