**CURRICULUM VITAE**

**BERYL**

**BERYL.367380@2freemail.com**

I am highly organized, friendly and attentive at all times, with a willing and helpful manner. I am keen to find a challenging position with an exciting employer to expand my work experience and develop my abilities.

**PERSONAL DETAILS**

**Date of Birth**: 1 Jan 1994

**Marital Status**: Single

**Nationality:**  Kenyan

**Languages**: English (fluent) and Swahili

**PROFESSIONAL EXPERIENCE**

**Feb 2016- Feb 2017 Roddy’s Restaurant. Nairobi, Kenya**

 ***Position:* *Receptionist***

**Duties & responsibilities**

* Supporting the general running of the reception desk and helping the General Manager to maintain a smooth room bookings service.
* Dealing with special requests from guests.
* Welcoming guests with a smile
* Listen and respond to customers’ needs and concerns.
* Responding courteously to guests requests

**Feb 2015 - Feb 2016 Sentrim Hotel & Lodges, Nairobi, Kenya**

 ***Position: Waitress***

**Duties & responsibilities**

* Welcoming of guests, taking orders and offering satisfactory service of drinks in accordance with customer’s instructions.
* Taking food orders and passing to staff responsible for food preparation.
* Taking payment from customer either by electronic transfer or in cash, giving change to the customers as required.
* Keeping the hotel and surrounding area clean and tidy.
* Tidying the tables after guests.
* Monitoring stock levels, paying particular attention to use
* Welcoming and seating of the guests in the restaurant.
* Taking orders, printing bills and accepting payments from the guests.
* Responsible for the assigned section of service.

**Jan 2013 –Jan 2015 Tusker Mattress Limited (Tuskys Mall) Nairobi, Kenya**

 **Position: *Sales Associate***

**Duties**

* Maintaining proper display of utensils
* Wiping and cleaning merchandise and shelf space
* Making and submitting orders to headquarters on daily basis
* Assisting shoppers

**Jan 2012 – Dec 2012 Promoter/temporary contracts Nairobi, Kenya**

Kim-Fay company - Huggies Diapers; Top Image Company - KETEPA Tea Leaves; Sameer Agriculture - Dairy long life milk

**Duties**

* Selling fast moving goods in supermarkets.
* Achieving daily sales target.
* Handling customers queries and complains.
* Making and submitting orders to suppliers.

**EDUCATIONAL & PROFESSIONAL EXPERIENCE**

**2013 to 2015 Kenya Institute of Business Management.**

**April 2012 to 2013 Certificate of Information Technology**

**Feb 2008 -2011 Kenya certificate of secondary school**

**Key professional skills**

* Excellent customer relationship
* Strong, efficient and effective administrative skills
* Good client service skills and experience
* Able to handle teams, share and impart knowledge to others
* Excellent interaction, interpersonal and communication skills
* High level of attention to details in all aspects of work responsibilities
* Flexible to work any time when required even on weekends.
* Good leadership skills and an excellent team player

**Interests:** Reading literature; cooking; swimming; music, and making friends

**Expected remuneration:** Open

**Referees:** Upon request.