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| C:\Users\Gracie\Desktop\12 copy.jpg | GRACE  **Address:** Dubai UAE  **Email:** [grace.369204@2freemail.com](mailto:grace.369204@2freemail.com) |
| CAREER OBjectives | I am ambitious, outgoing, result oriented, energetic person and I would like to become an expert in the hospitality industry by gaining as much as I can and using the available resources to excel in my line of work and exceed what is expected of me by always being well informed about the company. |
| Education | **Nairobi Aviation College**, Nairobi, KENYADiploma in Front Office January 2009 – November 2009**Metropolitan Institute,** Nairobi, KENYACertificate in Computer Applications  September 2008 – December 2008**BLESSED HANDS HIGH SCHOOL,** Nairobi, KENYAHigh School Diploma 2004 – 2006 |
| Experiences | **FRONT OFFICE SUPERVISOR – DusitD2 Nairobi – Nairobi, Kenya** September 2015 – April 2017   * Ensuring all services provided at Front Desk including: welcoming and check-in/check-out of guests, attend to requests and queries, take and relay messages are efficiently carried out. * Ensuring all guests’ complains are handled on time and follow up done. * Maintaining all hotel’s standard operating procedures and ensuring all the front office staff adhere to them. * Handle queries and complaints in a courteous and professional manner * Monitor most common complains and come up with solutions to avoid occurrence of the same in future. * Preparing and updating checklists. * Mentoring fellow colleagues especially the new ones in the industry. * Keeping records of all guests profiles. * Selling the hotel and all the facilities. * Addressing non-performing colleagues and areas to be improved on. * Preparing the department’s Duty Roster. * Scheduling and facilitating on job trainings. * Ensuring Key performance indicators are achieved. * Conduct annual staff appraisals. * Represent the Guest service manager when not available. * Assist the Front Office manager to make and amend Standard Operating Procedures.  **CABIN CREW** – **Qatar Airways** – Doha, QatarNovember 2014 – March 2015  * Announce and demonstrate safety and emergency procedures such as the use of oxygen masks, seat belts, and life jackets. * Answer passengers' questions about flights, aircraft, weather, travel routes and services, arrival times, and/or schedules. * Assist passengers in placing carry-on luggage in overhead compartment. * Assist passengers while entering or disembarking the aircraft. * Attend preflight briefings concerning weather, altitudes, routes, emergency procedures, crew coordination, lengths of flights, food and beverage services offered, and numbers of passengers. * Determine special assistance needs of passengers such as small children, the elderly, or disabled persons. * Greet passengers boarding aircraft and direct them to assigned seats. * Heat and serve prepared foods. * Walk in the aisles of planes to verify that passengers have complied with federal regulations prior to take-offs and landings. * Administer first aid to passengers in distress. * Inspect and clean cabins, checking for any problems and making sure that cabins are in order. * Reassure passengers when situations such as turbulence are encountered. * Verify that first aid kits and other emergency equipment, including fire extinguishers and oxygen bottles, are in working order.  **Club Lounge ReCEPTIONIST/ GUEST REATIONS OFFICER *(Front Office)*** – **Radisson Royal Hotel**  (formerly JAL Tower Dubai) – Dubai, UAENovember 2010 – November 2014  * Efficiently carry-out services provided at the Executive Lounge including: welcoming and check-in/check-out of guests, attend to requests and queries, take and relay messages and attend to food and beverage requirements * Review incoming Executive/Suite reservations to match the appropriate accommodation, and standard courtesies are extended upon check-in * Perform registration process by obtaining pertinent data from guest and by observing established guidelines * Handle queries and complaints in a courteous and professional manner * Liaise with Executive Lounge Supervisor/Manager on any complaints and problems * Responsibly use all available systems and equipment including PMS (Property Management System), telephone system * Monitor all outstanding bills and ensure full payment for departing guests * Take/hand-over endorsement from/to previous/next shift, follow up on any outstanding matters and ensure the delivery/completion of service * General administrative duties like ordering lounge stationery * Close guest accounts at time of check-out * Report “Lost & Found” items  **GUEST RELATIONS AGENT** *(Front Office)* – **Saharan Lodge**– Nairobi, KENYA October 2007 – December 2008  * Ensuring guests needs are met * Keeping guests preferences * Handling guests enquiries and complains * Making courtesy calls to guests after they check in * Handling group arrivals * Preparing V.I.P. amenities and welcome packs * Rooms allocation |
| SKILLS | * Multicultural sensibility * Flexibility * Responsibility * Willingness to learn * Computer Skills:   + Windows   + Microsoft Office applications * Hobbies:   + Swimming   + Travelling   + Reading   + Making friends |
| LAnguages | * Swahili – fluent, native * English – fluent |
| PERSONAL DATa | Date of birth: 24 January, 1988 Gender: female Marital status: Married Nationality: Kenyan |
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