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| C:\Users\Gracie\Desktop\12 copy.jpg | GRACE **Address:** Dubai UAE**Email:** 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 OfficeJanuary 2009 – November 2009**Metropolitan Institute,** Nairobi, KENYACertificate in Computer Applications September 2008 – December 2008**BLESSED HANDS HIGH SCHOOL,** Nairobi, KENYAHigh School Diploma2004 – 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, Qatar November 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, KENYAOctober 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
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| SKILLS | * Multicultural sensibility
* Flexibility
* Responsibility
* Willingness to learn
* Computer Skills:
	+ Windows
	+ Microsoft Office applications
* Hobbies:
	+ Swimming
	+ Travelling
	+ Reading
	+ Making friends
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| LAnguages | * Swahili – fluent, native
* English – fluent
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| PERSONAL DATa | Date of birth: 24 January, 1988Gender: femaleMarital status: MarriedNationality: Kenyan |
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