**CURRICULUM VITAE :**

JANE

EMAIL: jane.370214@2freemail.com

**PERSONAL INFORMATION**

Gender : Female
Date of Birth : 14 AUG1986
Nationality : Kenyan
Visa Status : Employment

**OVERVIEW:**

To secure a position where my expertise can help the company offer a service that exceeds customer expectations and help it meet their strategic goals.

**CAREER HISTORY: DEC 2016 LAPITA HOTEL DUBAI PARK AND RESORT: KIDS CLUB ANIMATOR.**

**>Checking in and out of kids**

**>Receiving calls**

**>Receiving calls and replying the emails**

**>Welcoming guest with respective manner and smile.**

**>Settling the payment.**

**>Helping kids and playing with them**

**>Taking care of baby and handling them with great care**

**>Keeping area clean all time to prevent any injuries for kids.**

AUGUST 2014-DEC 2016 SPA RECEPTIONIST GRAND HYATT HOTEL QATAR.

**Key Responsibilities.**

* Responding to incoming call and emails.
* Supply guest with direction information regarding the amenities and local areas of interest and activities.
* Promoting spa monthly promotions hence selling the retails.
* Receiving the call and responding to emails.
* Maintaining good relationship with guest by interacting with them and helping them in any enquiry.
* Taking guest for a tour in all spa area.
* Booking treatment and informing the therapist immediately guest arrive.
* Ensuring a high level of customer service is consistently maintained.
* Respond to special requests from guest with unique needs.
* Follow company procedures.
* Report any accident and unsafe work conditions to manager
* Maintain confidentiality of hotel.
* Maintain good relationship with staff with respective and professional manner.
* Maintain positive working condition

SEPTEMBER 2012 - JUNE 2014 –FIRST SECURITY COMPANY DUBAI

WAITRESS

**Responsibilities:**

* Deal direct with customers either by telephone or face to face.
* Respond to customer inquiries in good manner
* Settling payment.
* Giving the guest the menu
* Serving the guest with food or drink
* Setting the tables.
* Refilling the salt and pepper.
* Keep records of customer interactions and transaction.
* Checking to see whether guest are enjoying the meal.

**EDUCATION**

**2007-2009**: TOP STYLES SCHOOL OF HAIR DRESSING AND BEAUTY

Qualification: **DIPLOMA IN BEAUTY AND HAIR TECHNOLOGY**

**2005-2006**: African Institute of Research and Development Studies.

Qualification: **Certificate in Computer Packages**

**2002-2004**: BAHATI GIRLS HIGH SCHOOL

Qualification: **Kenya Certificate of Secondary Education**

**SKILLS AND COMPETENCIES**

**Communication and Social Skills**

I have strong writing and oral presentation skills with ability to work independently and as part of a team comprising of individuals with varied backgrounds.

**Organizational and Time Management Skills**

My ability to multi-task, attention to detail, organization and implementation skills are competent for most working environments. I can prepare effective work schedules and make timely execution including monitoring and evaluation.

**HOBBIES**

* Travelling and exploring new places and cultures.
* Finding new challenges to handle.
* Dancing.
* Swimming.

**REFEREES**

UPON REQUEST