

CONTACTS:

**Email:** john.371766@2freemail.com

**PERSONAL DATA:**

Date of Birth: 28th /March/1988

Gender: Male

Marital Status: Single

Nationality: Kenyan

**LANGUAGES:**

English

Swahili

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| OBJECTIVE |

 **As a dynamic and enthusiastic hospitality professional for over 1 year in Dubai, I am accustomed to challenging work environments where teamwork, deadlines, professionalism and multi-tasking are requirements. It is my desire to continue discovering new challenges in the field, which will enable me to contribute my skills and knowledge and maintain high standards of service delivery.**

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| WORK EXPERIENCE |

I was working as a **Senior Server** at **Cioccolatitaliani Restaurant** in **Al Wasl Box Park Mall** since **August 2016 – 30 May 2017** after being promoted from the position of **Server** which I held since **12th November 2015.**

**My main duties as a Senior Server among others include**:

* Greeting and welcoming customers at the restaurant.
* Taking customers orders
* Perform check backs to ensure the customers are well served and comfortable
* Prevent any complains by offering solutions to customers
* Clear the dining areas and perform cleaning duties to maintain high standards of cleanliness within the restaurant.
* Bid guests farewell when leaving and appreciate them for dining in the restaurant.
* Monitor the sales and maintain records about the same.
* Placing orders for the day to day supplies to ensure smooth operations.

**Mara Serena Safari Lodge**

**Bell Boy**

**10th July 2013 – 30th August 2015**

**My Duties and Responsibilities as a bell boy included.**

### Receive guest in the lodge, unload their luggage, provide them with information about the lodge, and direct them to their respective rooms.

### Respond to bell calls from guests either from the rooms or from where they are e.g. at the door.

### When not assisting guest maintain the cleanliness of the lobby and make it welcoming.

### Identify and take all opportunities to enhance the quality of service.

### Recognize customer dissatisfaction promptly and take action to ensure service recovery.

### Provide room service delivering meals and laundry.

### Take luggage from the guest rooms and load it in their vehicles, and bid them farewell.

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| **PERSONALITY** |

* I am an altruistic and reliable person, always willing to help and assist others.
* I am a keen observer of punctuality and capable of working odd hours under minimum supervision.
* I am a sociable person thus fitting well in a cosmopolitan environment.
* I possess good communication skills (telephone etiquette and face to face dialogues).
* I possess problem-solving skills gained from my current job designation.
* I have a great sense of responsibility, am dynamic and a team player.
* I am an empathetic person, always keen to listen to others and offer solutions.
* I am open-minded and approachable.
* I am always eager to learn and take up new challenge

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| **EDUCATION** |
| **DATE** | **COURSE** | **INSTITUTION** |
| September 2006 – March 2007 | **Diploma in Purchasing and Supplies (Part 1)** * Quantitative techniques
* Procurement and Supplies Chain Management
* Business Research Methods
* Computer applications in Management
* Financial and Cost Accounting for Purchasing
* Practice of Management
 | Kenya Institute of Management |
| April 2006 – August 2006 | **Advanced Certificate in Business Management** * Organization Behavior
* Purchasing
* Managing Information System
* Accounting
* Business Law
* Marketing
 | Kenya Institute of Management |
| February 2002 – November 2005 | **Kenya Certificate of Secondary Education (A Level)** | Thika High School |

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| **EXTRA-CURRICULAR ACTIVITIES** |

* I am a talented Swimmer.
* An experienced Customer Service Provider.
* A good Table tennis player.
* A good football player

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| **REFERENCE** |

Upon Request