

**Maureen**

**Dubai, UAE.**

**Email:** [**maureen-373159@gulfjobseeker.com**](mailto:maureen-373159@gulfjobseeker.com)

**OBJECTIVE:**

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company

**SKILLS**

Excellent customer service skills

Problem solving skills

Ability to multi task

Time management skills

Good organization skills

Ability to work under pressure

**PERSONAL DETAILS:**

Date of Birth : 04th July 1987

Nationality : Kenyan

Visa Status : Employment visa

Marital Status : Single

Languages Known : English

**EDUCATIONAL QUALIFICATION & I.T KNOWLEDGE:**

K.C.P.E – Kenya Certificate of primary education

K.C.S.E – Kenya Certificate of secondary eduation

Mt Kenya University- Diploma in hospitality Management.

Diploma in basic computer typing

Word office outlook

Printer, scanners and credit card machines

Micros

**CARRIER PROFILE:**

Spa Receptionist at Saray Spa and health clubStart date 10th December 2017- till now

**RECEPTION DUTY & RESPONSIBILITIES:**

* Performing all daily duties and inventory stock for the store.
* Attending to reception duties i.e. answering calls and bookings.
* Costumer care in accordance with the hotel rules and regulations.
* Updating of invoices at the end of shift and commission summary.
* Membership updating in the system.
* Responsible for opening /closing the club as the standard operating procedure.
* Handle the tasks of responding to guest queries and providing excellent guest service.
* Promote and maintain highest level of service that meets customer satisfaction.
* Perform other job related duties as assigned.
* Handle the tasks of providing services in a positive and friendly manner
* Perform responsibilities of checking-in guest as they arrive for their scheduled appointments.
* Responsible for scheduling new appointments and answering all calls that come into the spa.
* Handle the tasks of providing daily maintenance of the spa's lobby and reception area
* Perform responsibilities of taking care of plants, furniture, and other decorative items in the spa.

Spa Receptionist- Start Date 13th August 2016 till 10th November 2017

**RECEPTION DUTY &RESPONSIBILIES**

* Answering phone calls
* Up selling of gym Membership
* Open and close the spa at the appropriate time
* Preparing Welcome Drinks, wet towels, signature tea
* Selling beauty products for face, body and nails
* Daily inventory of products for sale
* Introduce new products to guests and educate them on their uses and benefits
* Explain spa treatments to guests
* Creating and updating monthly, weekly revenue reports
* Handle payments (cash, credit cards, room charges)

**The Address Downtown d Dubai U.A.E**

Room Attendant 10th April 2014 till 20th June 2016

**The Carlton Palace Hotel Deira**

Room Attendant11th April 2013 till 25thMay 2014.

**Karen Blixen Hotel Maasai Mara kenya.**

Spa Therapist 1stOctober 2008 till 5th November 2012.

**TRAINING & COURSE UNDERTAKEN:**

* Certification in handling guest complains
* Certification in crafting guest experiences
* Soft skills development training
* Fire and safety course training
* First aid training
* Pediatric First aid training

**ACHIEVEMENTS:**

* Best in Spa retail sales in the Month of March 2019 at J.W Marriott Marquis
* Best Employee of the Month of August 2017 at the Address Boulevard Dubai
* Top Retailer of the Month of September 2016 at the Address Boulevard Dubai
* Team Member of the month from Address Downtown for the month of March 2015.

**DECLARATION:**

I hereby declare that the particulars given above are true and accurate to the best of my knowledge and belief.

**MAUREEN**