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 **JACKLINE**

**Email:** **JACKLINE.373998@2freemail.com**

I would welcome the chance to work as part of a team where I would make significant contributions to the organization while developing my skills further.

**PROFILE**

Natural ability to promote products and build rapport through listening and communication skills, enthusiastic team player, a patient listener who fully focuses on speakers, a highly organized and friendly professional, able to establish long term positive and fun relationships with clients, co-workers and outside resources. I am an energetic self-starter with strong communication skills, work well independently or on a team, innovative and uncompromising work ethic

**CAREER OBJECTIVE:**

To give my best in my professional pursuit for overall benefit and growth of the company that I serve by facing the challenges. A self-motivated achiever with an ability to plan and execute

**PERSONAL ATTRIBUTES:**

I am an articulate communicator; skilled in quickly engaging team members and audiences, establishing and developing strong relationship

**PROFESSIONAL EXPERIENCE**

 **Senior Waitress**

**Lake Naivasha Simba Lodge, July 2015-Jan 2017**

**Duties and Responsibilities:**

* Maintenance and up keep of all service standards.
* Responsible for training all the new associates and make sure they are following all the service standards required.
* Assist when there is a guest complain without forgetting the guest is always right
* To prepare the weekly rotas, ensuring adequate staffing of the restaurant at all times
* To input correct cost and retail rates into the system and create buttons to represent each new dish in the restaurant
* To assist with processing the daily cash sheets in conjunction with other supervisors and managers
* To have excellent understanding and product knowledge of the hotel properties and history
* Conduct daily briefs prior to each and every service and liaise with Chef to be aware of any special dishes or offers
* Inform manager immediately on any operational and guest related matters.
* Maintain cordial and professional relations with all hotel employees.
* Show interest in and understanding for other departments processes
* Develop and maintain good working relationships with all kitchen and stewarding staff.
* Pleasant interaction with guest and always ready to serve.

**Ibis Kenya, Jan 2013-May 2015**

**Waitress**

* Perform all necessary tasks to service food & beverage according to the standard of performance of the hotel
* Greet and seat customer and serve them in a professional, discreet and personalised way
* Acquire in depth knowledge of the food & beverage menu of the assigned outlet in order to assist and provide advice to guests
* Consistently monitor the quality of food & beverage being served
* Practice good customer relations and attend to customer complaints/queries satisfactorily
* Responsible for maintaining hygiene and cleanliness standards in the outlet and upkeep of all service equipment

Responsible for all service preparations before, during and after the service

**Education and Professional Qualification:**

* Diploma in Tours and Travel, Jodan College of Technology2013-2015.
* Diploma in Food Production, Amboseli Institute of Hospitality and Technology, 2011-2012.
* Kenya Certificate of Secondary Education ,K.C.S.E, 2007-2010

**Key Professional Skills and Competencies:**

* A demonstrable interest in travel.
* Knowledge of key holiday destinations.
* Foreign language skills.
* Excellent interpersonal skills.
* Communication skills.
* Customer service skills.
* Organizational skills.
* IT skills.
* Commercial awareness.
* Good time management skills.

**BIO DATA**

Nationality: Kenyan

Gender: Female

Visa status: Residence Visa;Transferrable

Hobbies: Traveling, adventure, reading books, meeting people