**Mary**

**Email :** [mary.380848@2freemail.com](mailto:mary.380848@2freemail.com)

**Nationality:** Kenyan.

**Languages:** Fluent English & Mandarin.

**Visa Status:** Resident Visa( Transferable)

**CAREER OBJECTIVE.**

I aspire for a challenging position in a professional organization where I can enhance professional skills, add value to the Company as well as strengthen my performance. I am a hardworking professional committed to making a positive difference in your Company. I am a flexible and dedicate myself to the job and focus on delivering quality results.

**KEY STRENGTHS.**

* Excellent verbal and written communication skills.
* People’s person with great customer service & negotiation skills.
* Detail oriented with excellent analytical skills.
* Great team player with excellent organization and leadership skills.
* Possess leadership skills, organizational and time management skills

**WORK HISTORY.**

**March 2017 –to- date:** Ansar Group of Companies .

Cashier/Sales Executive.

**Duties & Responsibilities.**

* Taking full responsibility for the cash and till management under my custody as a Cashier.
* Billing items and ensure pricing is correct and giving correct balances to the customers.
* Receive payments inform of cash, credit cards, vouchers among other methods.
* Making daily sales cashier summary report.
* Serving clients diligently and answering any questions they may have
* Offering information to Customers regarding the available offers and promotions and new products introduced and convincing them to purchase.
* Generating leads on prospective areas to help meet and even exceed our sales target.
* Stocking the shelves and bar-coding items.
* Helping determine pricing schedules for quotes, promotions, and negotiations.
* Preparing weekly sales reports and determining if target is achieved.
* Giving sales presentations for new products introduced.

**July 2013-December 2016: Sarova Hotels.**

**Beverage Server**

**Duties & Responsibilities.**

* Welcoming guests into the Hotel and directing them to their seats accordingly.
* Presenting menu, answering questions and offering suggestions to guest.
* Takes orders from guests, serves food and beverages as per Hotel standards and ensuring hygiene is observed at all times.
* Checking guest satisfaction from time to time and ensuring they are well catered for during the duration of their stay.
* Ensuring bills are presented in a timely manner and that all orders are properlly listed and correctly priced
* Maintains high standards of hygiene and orderliness
* Anticipates guest needs, offers suggestions and ascertains satisfaction
* Explaining food & beverage menu items in a concise, informative and appropriate manner
* Highly sensitive to guest preferences; assists in compiling guest history; offers a special service touch when an opportunity is presented
* Accurately posts guest checks, processes payments and adheres to related control procedures in a vigilant manner
* Resolve any issues that may arise making sure guest leave happy

**March 2011- July 2013: Indaa Park Launch & Grill**

**Front desk.**

* Register & process guests and their assigned rooms.
* Accommodate guest requests.
* Communicating with hotel staff on the status of guest rooms
* Up Selling guest rooms and promoting hotel services
* Handling cash payments
* Maintain a clean and neat front desk area.

**March 2008-March 2011: Renco Car Identity Co Ltd**

**Sales Executive.**

* Selling and marketing of assorted motor accessories.
* Coordinating a team of staff who were the task-force behind fitting of accessories, car wash and other minor lube services.
* Handling of account books
* Maintained a highly skilled and competent workforce offering superb services thus leading to achievement of work objectives.
* Provided excellent leadership and supervision to my work colleagues leading to harmonious working relations and smooth work flow.
* Translated the knowledge into practical initiatives that made great improvement in business performance.

**EDUCATION HISTORY.**

**May 2009 –to- May 2010 : EAST AFRICA UTALII INSTITUTE.**

Diploma in Tours & Travel.

**January 2009 – May 2009: INSTITUTE OF ADVANCE TECHNOLOGY**

Certificate in International Computer Driving License.

**January 2005- DEC 2008 SECONDARY EDUCATION**

Attained A Pass