

**Caroline**

E-mail: caroline.381073@2freemail.com

**Career Objective:**

To secure a challenging position with a progressive hotel/ hospitality management organization, with a primary focus on the Guest Relation department, that offers continuous learning and growth opportunities for professional advancement in a multinational environment

**Career summary:**

Company : **INTERCONTINENTAL**

Address : Nairobi

Designation : Waitress/ Club Lounge Agent

Duration : May 2015 to April

Company : **SAROVA STANLEY HOTEL**

Address : Nairobi

Designation : Food and Beverages Service

Duration : May 2015 to April

**Responsibilities:**

* Identify customer needs and expectations correctly , including those with special needs and provide appropriate products , services or information
* Meet all reasonable needs and requests of customer within acceptable enterprise time frame
* Identify and take all opportunities to enhance quality of service
* Maximize sales and profit by providing excellent value and service and utilizing suggestive and up selling techniques
* Offer assistance to colleague when required ,to ensure designated work goals are met
* Conduct communication with customer and colleagues in a polite, professional and friendly manner
* Provide polite , friendly ,and efficient F&B Service and to all guest ensuring maximum guest satisfaction in a manner consistent with all standards

**PROFESSIONAL QUALIFICATIONS:**

* **GOETH INSTITUTE**

Certificate in Germany

* **CERTIFICATE OF SECONDARY EDUCATION(KCSE)**

Kangaru Girls Secondary School (2009-2012)

* **CERTIFICATE OF PRIMARY EDUCATION(KCPE)**

St.Francis Progressive Academy Boarding School -2008

**TECHNICAL KNOWLEDGE :**

* **CERTIFICATE OF TRAINING AND DEVELOPMENT**

**IN FOOD & BEVERAGE OPERATIONAL COURSE**

International Nairobi Hotel (11th May 2015- 20th June 2015)

* **DIPLOMA IN HOSPITALITY MANAGEMENT**

Nairobi Aviation College (2014-2015)

* **CERTIFICATE IN COMUTER & DRIVING LICENSE CLASS BCE**

Petans Driving School & Computer College

**Personal Information:**

Date of birth : 7th June 1993

Marital status : Single

Nationality : Kenyan

Gender : Female

Languages : English & Kiswahili, Germany

Visa status : Visit visa valid up to 17th August 2018

Passport Number :

In the vent of me being chosen for the position mentioned, I assure you, that I would confidently carry out my duties entrusted to me, efficiently, in a professional manner and to the entire satisfaction of the management