

**LUCY**

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**APPLY POSITION: Receptionist/hostess/Waitress**

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 **CAREER OBJECTIVE**

Seeking for a suitable position as receptionist / waitress in a hotel or restaurant where I can contribute for the growth and success of the company by carrying out assigned duties responsibly, effectively and efficiently and add values to the current services offered to clients.



 **PERSONAL INFORMATION**

**Date of Birth :** 26th June 1995

**Gender :** Female

**Marital Status :** Single

**Nationality :** Kenyan

**Language known :** English (Fluent)

**Passport No. :**  AK0358212

**Visa Status :** Visit Visa

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 **WORKING EXPERIENCE**

 **WestoneHotel, Nairobi, Kenya Jan2016 –Sep 2018**

**Position: Receptionist**

**Job Responsibilities:**

* Welcoming on-site guests, determine nature of business, and announces guest to appropriate personnel.
* Answering incoming telephone calls, determining purpose of callers, and forwarding calls to appropriate personnel or department.
* Taking and delivering messages or transferring calls to voicemail when appropriate personnel are unavailable.
* Scheduling conference rooms.
* Assist administrative assistants with clerical duties to include faxing, copying, and organizing/maintaining files.
* Coordinate with vendors and services they provide.
* Answering questions about organization and provides callers with address, directions, and other information requested.
* Receiving and forwarding incoming faxes.

**Spring Restaurant, Nairobi Kenya July 2014– Dec 2016**

 **Position: Hostess**

 **Job Responsibilities:**

* Greet incoming and departing Guests warmly with a genuine smile and eye contact;
* Escorting them escort them to assigned dining area; present menus
* Use visual cues to seat Guests in either the bar or dining area
* Inform Guest of current promotion and who will be serving them to ensure a smooth handoff to Present coffee to guests and answer questions about coffee menu items, making recommendations upon request.
* Take orders from clients
* Inform customers of daily specials.
* Satisfactorily answer clients queries regarding services offered.
* Check with customers to ensure that they are enjoying their tea and take action to correct any problems.

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 C**afé deli Restaurant, Nairobi Kenya May 2013– Feb 2014**

**Position: Waitress**

**Job Responsibilities:**

* Making and mixing ingredient of coffee for customers
* Taking orders for food and beverage ordered by the guest.
* Wiping and cutlery, glasses, plates for efficient serve and stock.
* Attentive to guest needs when ordered or required.
* Presenting the guest bill, when asked by the guest.
* Seeing off the guest and telling them to visit again in further or hope to see again soon, etc.
* Prepare or serve hot or cold beverages, such as coffee, drinks, blended coffees, or teas.
* Clean or sanitize work areas, utensils, or equipment.
* Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning

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**ACADEMIC QUALIFICATION**

* Higher Diploma in Hospitality Management-(2016-2018)
* Short term course in Computer Applications Ms Word, PowerPoint, Excel (2014)
* Kenya Certificate of Secondary Education – UasinGishu High School – (2010 – 2013)
* Kenya Certificate of Primary Education – Arya Samaj(2002 – 2009)



**SKILLS**

• Able to work as part of a team or independently with little or no supervision

• Flexible and can be able to work in a multicultural environment

• Interpersonal skills and focused towards greater customer satisfaction

• Excellent communication skills

* Ability to work under pressure

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**REFERENCE**

Can be provided up on request

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**DECLARATION**