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***Elizabeth***

**Elizabeth-392565@2freemail.com**

**CAREER OBJECTIVES:**

I enjoy working within a team and use this opportunity to develop my leadership skills…

I find fulfillment in the knowledge that I have exceeded someone’s expectations… “

To develop my potential, realize my personal goals parallel to the growth of the company I work for and assume an exciting role in the industry as well as be of benefit to society.

**WORK EXPERIENCE:**

**1.UZURI GLOBAL-ASST MANAGER SALES (Dubai)**

**Designation: Customer Service (May- 2017- up to Date )**

**Responsibilities**

* Staff training, briefings and conducting annual and probationary staff appraisals.
* Maintaining company standards and conducting weekly, monthly brand audits.
* Marketing, research and forwarding customer feedback to the company.
* Updating daily, weekly and monthly business report to the Operations Manager.
* Participating in product launch, campaigns and marketing.
* Executing strategies to maximize store sales and control expenses.
* Roster planning and supervising staff to ensure quality, efficient service is given to customers, with a personal touch.

**2. HAPI RESTAURANT- ASST-CAFFE MANAGER (Dubai)**

**Designation: Assistant-cafe Manager (Oct -2016 to April -2017)**

**Responsibilities**

* Forwarding and resolving customer complaints, thus ensuring customer satisfaction
* Updating daily, weekly and monthly business report to the Operations Manager.
* Participating in product launch, campaigns and marketing.
* Executing strategies to maximize store sales and control expenses.
* Roster planning and supervising staff to ensure quality, efficient service is given to customers, with a personal touch.
* Staff training, briefings and conducting annual and probationary staff appraisals.
* Maintaining company standards and conducting weekly, monthly brand audits.
* Prepare Daily Cash Summary, tally collections, prepare bank lodgment slips, ensure total collection is banked every day and collections tallied.

**3. HAAGEN-DAZS- ASST-CAFFE MANAGER**. (Dubai)

**Designation: Assistant-cafe Manager (Sept- 2014 to Sep- 2016)**

**Responsibilities**

* Forwarding and resolving customer complaints, thus ensuring customer satisfaction
* Updating daily, weekly and monthly business report to the Operations Manager.
* Managing P and L and presenting business reviews to the Operations Manager.
* Participating in product launch, campaigns and marketing.
* Executing strategies to maximize store sales and control expenses.
* Accounting, bank deposits, stock ordering, data and sales entry.
* Roster planning and supervising staff to ensure quality, efficient service is given to customers, with a personal touch.
* Staff training, briefings and conducting annual and probationary staff appraisals.
* Maintaining company standards and conducting weekly, monthly brand audits.
* Marketing, research and forwarding customer feedback to the company.
* Prepare Daily Cash Summary, tally collections, prepare bank lodgement slips, ensure total collection is banked every day and collections tallied.
Monitor, ordering and liaise with suppliers and sales representatives.
* Organize, adjust staff roster and schedules in accordance with available resources and labour regulations
* Direct, manage staff members to meet standards, objectives and ensure staff operate within company policies
* Ensure adherence to cash management procedures and stock control procedures

**4. EMAAR-REEL CINEMAS (Dubai)**

Reel Cinemas offers a truly unparalleled movie experience. As the largest THX-certified Cineplex in the UAE, it offers an unmatched variety of blockbuster movies in awe inspiring 3D

 **Designation: Customer service Representative (June - 2013 to Oct -2013)**

**Responsibilities**

* Customer service and guest relation
* Usher Guest in and out of cinema
* Checking the tickets.
* Being positive and welcoming the guests with a smile.
* Empowering staff to enable them to grow and develop
* Promoting and marketing services offered to our customers.
* Handling all the customers complain and forwarding to relevant authority.

**5. EMIRATES LEISURE RETAIL-Costa Coffee (Dubai)**

Costa coffee shop is always different from others.  First of all, there's the warm and welcoming atmosphere. Then the great range of authentic coffee drinks and the most passionate and well trained baristas around. It's this unique combination that makes us stand out from the others, and we're incredibly proud of it.

**Designation: Barista (Nov 2009 – April 2011)**

**Responsibilities**

* Interact directly with customers in taking/serving preparing their orders while maintaining standards.
* Preparation of sandwich, brand standard coffee and iced drinks.
* Handling All Cash transaction.
* Welcoming guest in the restaurant and assisting them by getting the right service standard
* Attending to calls within and outside work areas.
* General suppliers ordering as per stock requirements.
* Maintaining cleanliness and equipment within the department at all times.
* Responding to direction and advice from supervisor to ensure the safety of the clients and guest
* Hygiene, fire and safety procedure
* Dealing with complains advanced by customers

**ACADEMIC CREDENTIALS**

**1) Institution** : Graffins college - Nairobi, Kenya

 **Duration** : 2007 - 2008.

 **Achievement** : Diploma in Sales & Marketing

**2) Institution** : Kenya Utalii college - Nairobi, Kenya

 **Duration** : 2008

 **Achievement** : Diploma in Public Relations & Hospitality

 & Customer service management

**3) Institution** : Akithii High School - Ruiru, Kenya

 **Duration** : 2003 - 2006

 **Achievement** : Kenya Certificate of Secondary Education - O levels

**4) Institution** : Anointed Primary School - Nairobi, Kenya

 **Duration** : 1993 - 2002

 **Achievement** : Kenya Certificate of Primary Education

**Computer Knowledge:**

Windows OS, Word, Excel, PageMaker, Access, My Micros, Power point, My Micros, POS

-U.A.E Driving License

**Personal Details**

Date of birth : 23rd July 1988

Marital Status: Married

Nationality : Kenyan

Religion : Christian

Languages : English, Kiswahili

Visa Status : Husband Visa