

**LOISE**

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Status: Single

Nationality: Kenyan

**CAREER OBJECTIVE:**

To obtain a management position, in which I am given the opportunity to play a direct role in the unlimited growth and success of solid organization.

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**WORK EXPERIENCE:**

**April 2019- Present**

**Machine operator**

* Greet guests whenarriveattheyamusement park and ask them which ride they would like to embark on
* Cycle guests through the amusement park and lead them to their choice of ride
* Provide guests with information on how to operate a ridees and what to do in cas
* Buckle in guests properly and securely
* Assist guests in embarking and disembarking from the ride
* Operate rides for designated period of time
* Provide guests with warnings on time limits

• Educate guests about the policies needandto followprotocolsduringtheirthatstayat theyamusement park

* Perform repair and maintenance activities on each designated ride
* Inspect rides and surrounding areas several times a day to ensure safety
* Inform management of any fault iningridesthemfromthatworkingmayatoptimumbekeeplevel
* Perform First Aid and CPR in case of emergencies such as ride accidents

**SEP-2016 TO 17 JAN 2019**

**GUEST SERVICE/SALES ASSOCIATE**

* Provide customers with product information that they need
* Demonstrate the working of a product when required.
* Provide information on daily deals, promotions and any discount offers associated.
* Ensure that all products are well stocked and are easy to reach
* Refer and report customer enquiries and complaints to the appropriate department.
* Investigate customers’ problems and find solutions.

**MARCH2015-AUGUST 2016**

**Customer Service**

* Keeping the reception area clean & tidy and maintaining a consistent presence at the desk.
* Billing treatments accurately and on time, cross charging to Club members and ensuring required discounts and offers are applied.
* Ensuring treatments are collected on time and dealing with any issues rapidly and in a professional manner
* Ensure required Health & Safety and daily checklists are completed and recorded appropriately.

**JANUARY 2011- FEBRUARY 2012**

**HOSTESS**

**Responsibilities:**

* Greet incoming and departing Guests warmly with a genuine smile and eye contact; escort them to assigned dining area; present menus; announce waiter's name
* Use visual cues to seat Guests in either the bar or dining area depending on their preference
* Inform Guest of current promotion and who will be serving them to ensure a smooth handoff to the service staff
* Answer incoming calls to the restaurant and provide appropriate service
* Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate
* Tend to special Guest needs and requests
* Observant to Guests' needs throughout dining experience to ensure they receive high quality service (i.e. notice a drink refill is needed while seating another Guest and ensuring the drink is refilled prior to getting back to the door).
* Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies

**MARCH 2012 –DEC 2014**

**KENYA COMMIS II**

* + Inspect food preparation and serving areas to ensure observance of safe, sanitary food-handling practices.
  + Turn or stir foods to ensure even cooking.
  + Season and cook food according to recipes or personal judgment and experience.
  + Observe and test foods to determine if they have been cooked sufficiently.
  + Weigh, measure, and mix ingredients according to recipes.
  + Portion, arrange, and garnish food, and serve food to waiters or patrons.
  + Regulate temperature of ovens, broilers, grills, and roasters.
  + Substitute for or assist other cooks during emergencies or rush periods.
  + Bake, roast, broil, and steam meats, fish, vegetables, and other foods.
  + Maintaining hygiene to prevent food poisoning.

**EDUCATION BACKGROUND**

**East African Utalii College:** Diploma in Catering Upper Class Division 2011 **Zetech College:** Diploma in Food Production Upper Class Division 2010Certificate in secondary education

**OTHER MERITS AND TRAININGS**

* Certified buggy licensed driver.
* Certificate in basic food hygiene.
* Certificate in basic fire safety.
* Certificate of appreciation (Dubai parks & resorts summer camp**)**

**REFEREES:**

Upon Request!