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| **LEONIDA** |

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| **About me****Email:**leonida-395109@2freemail.com **Visa status:** visit**Date of Birth:** November 18,1987**Age:** 31 yrs.**Birth Place**: Nairobi **Height**: 5 ft. 3 inches**Marital status:** Single **Nationality**: Kenyan**Religion**: Christian **Languages:** English, Swahili, French & Arabic | CAREER OBJECTIVES To be able to contribute my knowledge and skills in my chosen field of work, With great sense of responsibility, dedication and hard work, towards the growth and achievement of a company. MAJOR QUALIFICATIONS**Experiences and Skills:** * Six years of working experience in Hospitality Industry.
* Capable of computer operations and program software such as Excel, Word and E-mail Outlook.
* Proficiency on planning and organizational skills
* Experienced in conflict management, flexibility and adaptability.
* Skills in typing, data management,
* Fluent in English, French, Swahili and basic Arabic languages.
* Good communications skills
* Customer service oriented.

**Personal Qualities:** * Self motivated , organized, well disciplined and filled with initiative.
* Very punctual can report early several hours from the required time.
* By nature diligent and dedicated and able to multi task.
* Resourceful and very good in decision making.
* Inherently inquisitive can easily learn any new applications as needed.
* Friendly, with good sense of humor.

EMPLOYMENT HISTORYHotel Apartments February 2014 to November 2018Ras al Khaimah City, U.A.E.Position: Front office Receptionist**Job Responsibilities*** Welcoming guests to the hotel in a polite, friendly and helpful manner.
* Checking in and out guests into the hotel system.
* Taking payment from the guests in form of cash or credit cards.
* Answering telephone calls promptly and professionally and transferring calls on.
* Being a point of contact for the guests should they have any querie.
* Checking all function sheets.
* Completing auditing procedures with accuracy and attention to detail.
* Ensuring all relevant paperwork has been completed in order for a smooth handover at the end of my shift.

Hotel Apartments June 2013 to November 2018Ras al Khaimah City UAEPosition: Hotel Supervisor**Job Responsibilities*** Assign workers their duties and inspect work for conformance to prescribed standards of cleanliness.
* Take corrective action after investigation should there be any complaints about housekeeping services.
* Obtain and prepare work assignments.
* Perform cleaning duties in case of staff shortage.
* Coordinate work activities among departments.
* To make inventories stocks to ensure adequate supplies and issue supplies and equipments to workers.
* Prepare reports for replacement or repairs of hotel equipment and make recommendations to management.
* Record data regarding work assignments, personnel action, time cards and prepare periodic reports.

Hilton January 2012 to June 2013Nairobi, KenyaPosition: Housekeeping Attendant**Job Responsibilities*** Check stock and sort supplies.
* Vacuum, clean and polish guest rooms.
* Change room laundry and replaced used towels and guest amenities.
* Retrieve and deliver items to the guests.
* Ensure security of guest rooms and privacy of guests.
* Perform rotational cleaning duties.

**EDUCATION****College:**University of Nairobi **Education - bachelors degree** Seminars attended: First aid training/patrol leader- Kenya scouts associationPeer educator- HIV & AIDS course/ drugs demand and reduction – Nairobi, KenyaFire & safety training – Ras al Khaimah, UAELeadership training – Ras al Khaimah, UAE**Computer Skills:**MS Office Programs:Word, Excel, PowerPoint, Outlook and Vicas.  |