

***CURRICULUM VITAE JANET***

*Visa Status:Visit Visa*

*Available to start immediately*

***OBJECTIVE***

*Looking for a challenging position in an organization, 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.*

Position Desired:Receptionist

***Work experience***

***RECEPTIONIST.***

***Hotel || JAN -Dec 2019***

# Key contributions.

 Undertaking Front of house duties including meeting, greeting and attending to the needs of Guests to ensure a superb customer service experience.

 Operating telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments / meetings.

 Providing a friendly, welcoming and efficient service to all Resort Guests in line with the Resorts vision and values on customer satisfaction.

 Dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.

 Building a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.

 Undertaking general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area.

***RECEPTIONIST / GUEST RELATIONS ASSISTANT.***

***The Kyaka Hotel || Aug 2017– Nov 2018***

# Key contributions.

 Manned the Front Office, operated the switchboard and dealt with emergencies in a timely and effective manner which resulted to a streamlined Front office operation / Guest

satisfaction.

 Provided prompt, courteous and efficient service to all Guests so as to achieve a high level of customer satisfaction through personalized service from arrival upto departure.

 Checked in the arriving Guests and checked out the departing Guests in a friendly and caring manner.

 Provided professional and customer focused service Guests, ensuring Guest safety, privacy and satisfaction.

 Processed accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems.

 Used suggestive selling techniques to sell rooms and to promote other services of the Hotel.

**** Managed Client Relations efficiently handling their complaints, ensuring their satisfaction which resulted to improved customer loyalty / retention and revenue generation.

 Acted as a link between the Hotel and its Guests , provided excellent customer service and effectively managed Guest relationships.

 Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness in handling difficult / angry clients.

***Education .***

 Bachelor of Tourism and Hotel Management , Kampala International University . 2015 –

2018.

 Certificate of Microsoft Office Applications ( Ms Office ) ,Agape Computer College . 2013.

 Kenya Certificate of Secondary Education (Mean Grade of C ) .Kyeni Secondary School .

2009 – 2012.

***Contact***

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*I am available for an interview online through this Zoom Link* [*https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09*](https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09)