**CURRICULUM VITAE**

[***Mary.149890@2freemail.com***](mailto:Mary.149890@2freemail.com)

**Name** : Mary

**AREAS OF SPECIALIZATION: Hospitality Management**

**PERSONAL PROFILE**

* I have the ability to learn quickly and achieve the required target set by the organization
* Positive efficient and proactive with excellent knowledge of guest service
* Manage myself in all best owned position to reach my goals
* Principled to work under minimum supervision
* Flexible, self confidence, social, good communicator and passionate in all I do.

**OBJECTIVE**

* To work with professionals who are goal oriented in atmosphere of team spirit
* To work in a dynamic organization full of challenges
* To be trained and exposed in depth potentials.

**JOB EXPERIENCE**

**January2016 -May 2017 : Chrislewis Restaurant**

Waitress

**June 2015 - Dec. 2015 : Sagret Hotel Milimani**

Waitress

**March - June 2015 : Hilton Hotel Nairobi**

Food And Beverage Training

***Responsibilities***

* Attract, welcome and serve guests to their comfort and answer questions and suggest other information on our product service
* Resolve product or service problem by clarifying the customers complain, determining the cause of the problems.
* Selecting and explaining the best solution to solve the problems expediting correction: following up to ensure resolution
* Maintained financial accounts
* Recommend potential products and services to management by collecting customer information and analyzing customer needs.
* Contribute to team effort by accomplishing related results as needed.

**EDUCATION BACKGROUND**

**2013 – 2014: Nairobi Institute of Business Studies**

Diploma in Hospitality Management

**2008 – 2011: Muthiga high School**

Kenya Certificate of Secondary Education

**1998 – 2007: Karure Primary School**

Kenya Certificate of Primary Education

**LANGUAGES**

Fluent in English & Kiswahili

Conversant in Spanish

**REFEREES**

Available upon request