**Sarah**

**Date of Birth:** 1987 **Nationality:** Kenyan **Languages:** English, Swahili

**Email:** [sarah.344964@2freemail.com](mailto:sarah.344964@2freemail.com)

**Eager to provide exceptional hospitality and customer service to a multicultural population.**



PROFILE

* Dependable, energetic multitasker.
* Eager to boost the level of customer satisfaction through delivery of superb customer services and demonstration of effective safety and comfort protocols.
* Six Sigma Yellow Belt Certified.

HIGHLIGHTS OF QUALIFICATIONS.

* Extensive knowledge of customer service and sales industry with a strong proficiency in English
* Excellent communication and customer service skills.
* Great attention to detail along with ability to follow given instructions.
* Ability to work efficiently as part of a team as well as individually with minimal supervision.
* Solid time management skills with proven ability to function well under pressure.
* Excellent physical stamina and dexterity with capability to bend, stoop, reach out to grab objects above head level and work effectively in confined spaces.

**WORKING EXPERIENCE**

**TRANSGUARD – EMIRATES GROUP, SWISS SCHOOL DUBAI 2016 - Current**

**POSITION: WAITRESS**

* Welcome the children as they arrive and ask for seating preferences.
* Seat children and offer welcome drinks and menu.
* Take food and beverage orders and communicate to the kitchen.
* Deliver orders to the table in a timely manner.
* Ensure quantity, quality and accuracy of order.
* Set up food stations and tables as directed.
* Clean tables and ensure that they are bussed appropriately.
* Mix and serve drinks as ordered by the children and the school management.

**IBIS HOTEL, KENYA 2014 -2016**

**POSITION: WAITRESS**

**Duties and responsibility**

* Receiving clients – Greeted customers and escorted them to their tables.
* Presented menus and answered questions about the cuisine, making recommendations upon request.
* Recommended wines and other drinks to customers.
* Wrote customers’ orders and conveyed to kitchen staff.
* Took orders from customers and served food, drinks and deserts.
* Served specialty dishes to customers at tables as required.
* Checked to ensure that customers are enjoying their meals – took action to correct any issues, as needed.
* Prepared bill/receipts and collected payment from customers.
* Cleaned tables and other areas as needed, after clients departed

**JADE COLLECTION 2013 -2014**

**POSITION: CUSTOMER SERVICE**

* Duties and responsibility
* Receiving clients.
* Responding promptly to customers inquiries.
* Providing pricing and delivery information to clients.
* Organize work flow to meet customer’s time frame
* Communicating and coordinating with internal departments
* Records details of inquiries, comments and complaints

**SAFARICOM HOUSE PHONE DEALERS 2006-2009**

**POSITION: FRONT OFFICE RECEPTIONIST**

* Duties and Responsibility
* Listen and respond to customers’ needs and concerns
* Providing information about products and services
* Handling products and complaints from clients
* Receiving customers
* Researching for answers and providing solutions to clients
* Refer clients to supervisors and manager when necessary
* Providing feedback on efficiency of customer service process

**EDUCATION BACKGROUND**

**MOI UNIVERSITY 2009-2013**

Bachelor of Arts (Sociology)

**MAJI MAZURI HIGH SCHOOL, KENYA 2001-2004**

Kenya Certificate in Secondary Education (KCSE)

**KAPSOYA PRIMARY SCHOOL 1993-2000**

Kenya Certificate of Primary Education (KCPE)

**REFEREES:** Available upon request