

[**Rose.370053@2freemail.com**](mailto:Rose.370053@2freemail.com)

**CURRICULUM VITAE**

**PERSONAL SUMMARY**

An experienced customer services executive with many years of invaluable experience ,working in the customer support department of world leading Hospitality Hotels

Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with customers

I have a positive attitude and work hard to ensure the highest level of customer satisfaction

Presently looking for a customer services advisor position with a reputable company

**CAREER HISTORY**

**JW Marriott Marquis Dubai 29th March 2015 –To date**

**Restaurant Head server**

**Responsibilities**

* Assist in floor plan arrangement as per reservation to meet all requirements
* Ensure a smooth operation in each shift ,address any issues from guests as per company policies and guidelines
* Work as a team to kitchen areas and ensure high level of customer service at all times
* Conduct briefings and schedule training sessions to the staff
* Always energetic ,positive and approachable
* Prepare stores requisition practicing the last in last out folio

**Educational Background**

* Computer skills – Microsoft word ,Excel and Power point 2013
* Certificate in Hospitality Management in Food and Beverage and guest relations 2008-2011 at Kenya Institute of catering Nairobi Kenya attained A Distinction
* Higher secondary Education 2003-2007 attained Grade C passed
* Primary Education 1992-2001 attained 300 points B+ Grade

**Trainings**

* Customer Service excellence skills
* HACCP and ISO 14001 certification by Marriott Hotel
* Fire training by Dubai police ( certificate)

**Achievements**

* Nominated for standing ovation for delivering exceptional service to guests
* Attained a spirit to serve certificate by Marriott international company
* Consistently named in the trip advisor Hotel page

**Skills**

* Able to quickly , gain extensive knowledge of a company policies and procedures
* Flexible and adaptable
* Ability to work as part of the team and in a busy environment
* Ability to stay calm under pressure
* Able to react quickly and effectively when dealing with challenging situations
* Adaptive to change and ability to multi task

Reference upon request