**CURRICULUM VITAE**

NAME :Florence NATIONALITY :Kenyan GENDER :Female MARITAL STATUS :Single RELIGION :Christian E-MAIL : Florence.382328@2freemail.com DATE OF BIRTH :03-04-1990

**CAREER OBJECTIVE**

To become an effective employee who would add value to an organization and help to achieve its goal with minimum supervision, at the same time achieving my personal and professional growth.

**KEY COMPETANCE**

* Diploma in Business management
* Flexibility to work in any given position
* Very good with people
* Willing to learn
* A great attitude
* A team player
* Slow to anger
* Working knowledge of Computer packages
* Ability to work in multi-cultural environment

**WORKING EXPERIENCE**

2016 JANUARY-FEBRUARY2018 : COSTA COFFEE

DESIGNATION :BARISTA / MAESTRO TRAINEE

DUTIES :

* Preparing and serving drinks to Costa standards
* Consistently provide excellent customer service by buildig raport with customers and conversing with patrons while preparing orders.
* Cashiering | Cleaning.
* Interface with customers to asses purchasing needs and provide recommedations based on expertise of new and current products and customer's tastes.
* Manage inventory and product levels by stocking, refilling, rotating, and preparing fresh products and specialty product.
* Creat eye catching displays to increase brand and product awareness, and promote sales.
* Coaching and Training new Staffs
* Encoding recievals and Invoices.
* maintain and operate equipment and machinery, including espresso machine, blenders, commercial coffee brewers, and coffee pots while applying safety and food safety techniques.
* Updating Weekly inventory and Food Analysis Report
* Preparing Daily Sales Report
* Ordering and maintaining stock Per Level

AUGUST -DECEMBER 2015 : SENSATION.

DESIGNATUON.

* SALES FOR DESIGNER WATCHES AND PERFUMES..

. Greet customers and ascertain what each customer wants or need.

. Open and close cash registers.

. Maintain knowledge of current sales and promotions.

. Maintain recordes related to sales.

. Watch for ranr ricognize security risks and thefts and know how to prevent .

. Recomend , select and help locate or obtain merchandise based on customer need .

. Answer questions regarding the store and its merchandise.

. Place special orders and call other stores to find desired items.

. Clean shelves, counters .

. Exchange merchandise for customers and acept returns.

. Help customers try on or fit merchandise.

. Inventory stock and requisition new stock.

APRIL-JULY 2015 :PANDYA HOSPITAL

DESIGNATION : CUSTOMER CARE

DUTIES :

* Cash handling
* Computing and recording sales
* Creating invoices and making the local purchases
* Preparing creditors reconciliation statements
* Stock taking in various departments and confirmation of stocks at GRN
* Printing out patient invoices
* Ensuring customers served on time
* Ensuring customers are satisfied with the service

**SEMINARS ATTENDED**

* CUSTOMER CARE
* TIME MANAGEMENT
* FIRST AID

**EDUCATION BACKGROUND**

|  |  |  |
| --- | --- | --- |
| COLLEGE EDUCATION | : | MOUNT KENYA URNIVERSITY |
| YEAR OF STUDY | : | SEPT 2013-APRIL 2015 |
| COURSE | : | BUSINESS MANAGEMENT |
| AWARD | : | DIPLOMA |
| COLLEGE EDUCATIO | : | TOPRANK COLLEGE |
| YEARS OF STUDY | : | JAN-MARCH 2012 |
| CERTIFICATE | : | COMPUTOR PACKAGES |
| QUALIFICATION | : | CERTIFICATE |
| HIGH SCHOOL GRADUATE | :ST ANUARITE GIRLS INSTITUTE |
| YEARS OF STUDY |  | :2006-2009 |
|  |  | :KENYA CERTIFICATE OF SECONDARY EDUCATION |
|  |  | :WAMERE WANENE MEMORIAL ACADEMY |
| YEARS OF STUDY |  | :1999-2005 |
|  |  | :KENYA CERTIFICATE OF PRIMARY EDUCATION |

**LANGUAGES**

* Fluent English ( Both Written and spoken)
* Fluent Swahili

**ICT SKILLS**

I have been working proficiency In the following applications MS word, Excel,MS Access,MS Power Point

**COMMUNITY** **INVOLVEMENT**

Voluntary cleaning of Dispensary Hospital while in school Cleaning local markets and Roads

**HOBBIES**

Reading

Music

Traveling

**AVAILABILITY AND SALARY EXPECTATION**

One Month notice is suitable and my position on salary is negotiable