**CURRICULUM VITAE**

****

**CAREEROBJECTIVE**

 I’m looking forward to work in a well-established, highly growing and competitive company that will allow me to use all my knowledge and effort to my full capacity for the betterment of the company as well as mine, hoping to learn from my everyday duty to expand my knowledge for future efficiency and initiatives as well as for my general career advancement.

Name : Stephen

Date of Birth : 9th Oct 1984

Nationality : Kenyan

Email Address : stephen.384889@2freemail.com

Languages : English, Swahili, Arabic(basic) , Spanish(Basic).

Visa status **:** Visit visa (United Arab Emirates)

**EDUCATION**

 2005-2006 : Regional tourism training institute (DIPLOMA IN TOUR GUIDE)

2006-2007 : Kenya Utalii college (DIPLOMA IN HOSPITALITY)

2000-2004 : Balkan High School (CERTIFICATE OF SECONDARY)

1992-2000 : Juja Academy Primary School

**PROFESSIONALEXPERIENCE**.

* **MARCH 2016 TO DECEMBER 2017- (5 star Hotel)**

 (Front office concierge department/bellman) formerly Radissonblu royal

* **NOVEMBER 2008 TO JULY 2015- 5 star Hotel (6years 8months)**
* WORKED AT ALMANZIL AND QAMARDEEN (managed by southern sun group of hotels) **(front service/bellman)**
* WORKED AT MANZIL EMAAR **(Managed by Vida hotels and resorts)** Dubai

 DESIGNATION: **Front Services Associate (concierge)Emaar Hospitality**

**Duties and Responsibilities:**

* Making checking and checkout for guest luggage
* Booking excursion and restaurant information and arrangements
* Organizing airport pick-ups and drop off
* Ensuring guest needs and requirement are taken care of care and profession

 Meeting and exceeding the target as per the company’s aim, policies as well as mine.

* Develops a strong knowledge of the hotel's facilities
* Cashiering and guest file updating
* Provide guests with information about attractions, facilities, services, and activities in or outside the property.
* Make guest reservations for air or other forms of transportation when requested. Obtains necessary itinerary tickets.
* Make guest reservations for the theatre and other forms of entertainment when requested. Obtains necessary tickets and provides directions to facilities.
* Efficiently manage email correspondence, feedback, complaints and telephone requests
* Assist door, driveway and lobby team in arrival process / check-in for VIP guests and maintain cleanliness at the lobby and front desk.
* Coordinate guest requests for special services or equipment with the appropriate department.
* Contact roomed guests periodically to ascertain any special needs.
* Utilize contracted companies for tours and events with integrity as per hotel policy

**MARCH 2008 T0 NOVEMBER 2008 (TRAINEE)**

WORKED AT NOVOTEL WTC ACCOR GROUP(Dubai)

DESIGNATION**: Desk coordinator (front office)**

**PRATICAL TRAINING**

April 2007-Nov 2007: Baobab Beach Resort(5star)

DESIGNATION**: Front office operations**

**AREAS COVERED**

* front office cashiering
* reservations
* reception
* guest relations
* customer care
* night auditing

**OTHER TRAINING**

* Telephone skills(novotel)
* Cultural awareness(Novotel)
* Discover accor(Novotel)
* Firefighting and safety (Emaar Hospitality)
* Opera systems and pms (Emaar Hospitality)
* Quality service system( quality plus and knowcross)Emaar

**HOBBIES**

* Travelling
* Sport
* Reading
* Listening to music
* Socializing