Name: RUKIA 

NATIONALITY: UGANDAN

E-mail: [rukia.386328@2freemail.com](mailto:rukia.386328@2freemail.com)

Career objective:

To obtain a meaningful and challenging position, utilize my profession and to share my expertise, experience and take part actively on the mission, vision and legacy of the organization/office

QUALIFICATIONS AND SKILLS

●degree in laws

**● certificate in cancelling**

●Computer literacy on MS office application

●Experience in guest relations

●experience in solving guest issues/complaints

●experience in cancelling

●Spa soft knowledge and expertise experience

●experience in opera operations and cashiering

●proven to be trustworthy in all aspects of work confidentiality

●manage to work under no supervision at all

●customer service oriented

●adaptability and very reliable

●experience in working under pressure and multitasking

●ability to think clearly, quickly, maintain concentration and make concise decision

EMPLOYMENT RECORDS

Senior spa receptionist and Brand Standard Trainer

* January 2015 to date.

Summary of responsibilities

▪making reservations, attending to the needs of guests, to ensure a superb customer service experience.

▪ Building a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.

* + Keeping track of daily guest experience and following up on unsolved issuesto ensure comfortable and pleasant stay.
  + Administering accurate and efficient accounts and guest billing processes.
  + Ensuring that receptionists duties are done delightly
  + Ensuring that mails and inquiries are dealt with in an accurate and timely manner
  + Training and do refresher training of all stallf on brand standard operation procure
  + compiling daily revenue reports at the end of the day and month
  + Administering the general cash system and float in an accurate manner.
  + undertaking any other ad-hoc duties relevant to the job, as required
* LANGUAGES
* English, Swahili, Luganda and on a small scale Arabic
* REFEREES

Upon request.