ESTHER ETORI
RECEPTIONIST CUM CASHIER

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Email :estheretori@gmail.com
Nationality : KENYAN
Gender : Female
Languages : English , Italian , Arabic
Location : Dubai , UAE
Visa Status : Visit Visa

EDUCATION

- A-Levels, St.Johns Girls High School - Mombasa
- Diploma Certificate, Mombasa Polytechnic University - Mombasa
- Computer Operations, Jusnet Business Institute - Malindi

ACHIEVEMENTS

- Ability to interact with guest with a clear speech and in a polite manner .
- Ability to handle calls and respond to various calls effectively because of the good telephone manner skills

SKILLS

- Reservation Skills
- Technical Skills
- Customer Service
- Communication Skills
- Resolving Customer Compliant

OBJECTIVES
Organised, creative and friendly Hotel receptionist with 5+ years experience with professional communication skills, detail-oriented and able to learn new tasks quickly and effectively. Able to provide employer with excellent customer satisfaction ratings.

RECEPTIONIST
Kilili Baharini Resort - Malindi, Kenya
5 Years Experience

- *Greet and welcome incoming guests in a professional manner and provided friendly, knowledgeable assistance.*
- *Keep reception area clean and neat to give visitors a positive impression of hotel*
- *Answered and helped resolve enquiries from guests, vendors and general public.*
- *Collected and distributed incoming mail, employing strict confidentiality throughout.*

CASHIER
Al-Razak Supermarket - Malindi, Kenya
3 Years Experience

- Welcome and greet customers Review and resolve differences between accounting information and cash drawer
- Restocked, arranged and organised merchandise in front lanes to drive product sales
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers
- Checked identifications for proof-of-age and refusing alcohol and tobacco sales to underage customers
- Processed POS transactions,including checks, cash and credit purchases or refunds.
- Counted cash in register drawer at beginning and at end of th shift