



Ms Faith Njeri

Caring and professional service agent with nearly 5 years of working experience. Determined team player striving to deliver the highest quality service alongside food service staff.

Looking for a good placement in your dynamic organisation where proficiency in guest service will be duly compensated.

Work experience

02/2021 - 11/2021 DUBAI, UAE

Waitress

Americana Group Kuwait Food Company

- Taking customer orders in a timely manner, offering recommendations and providing them with daily special options.
- Ensure delivery of an efficient service and prompt serving of all food courses to guests.
- Working closely with kitchen staff to ensure correct order meals are delivered and issues are relayed to customers promptly and calmly.
- Take prompt action whenever necessary to maintain satisfaction and safety of all patrons/staff.
- Undertake in-depth training for proper food handling techniques.
- Setup and coordinate range of special events in increase revenue.
- Participate in incentives to drive and promote revenue.
- Consistently keep food area clean in compliance with health and safety standards, trade laws.

09/2015 - 04/2017 NAIROBI, KENYA

Customer Care Executive

Tuskys Supermarket

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, comments as well as action taken.
- Check to ensure that appropriate changes are made to resolve customers problems
- Responsible for cash reconciliation in safe at beginning and end of shift.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.

NAIROBI, KENYA

Receptionist

Cascade Hotel

- Greeting and registering guests, providing prompt and courteous service.
- Managing and servicing over calls daily pertaining to guest issues and/or hotel inquiries.

Work experience

- Making sure all arrangements for VIP, s is made in advance.
- Responding & taking action concerning guests' complaints.
- Completed interaction with guests to enhance their experience
- Highly experienced in creating and maintaining indexing and filing systems, while ensuring the confidentiality of each document

Education

2014 - 2014 NAIROBI, KENYA

Computer Proficiency

Shalom Training Institute

- Awarded a certificate in computer application Studies MS-Word, MS- Excel/MS-Database, MS- PowerPoint/Corel Draw PageMaker, MS- Publisher
- Basics in computer repair and maintenance

2011 - 2014

O'Level Education

Royal Girls Christian School I

- Awarded a certificate in Secondary Education (O 'Level)

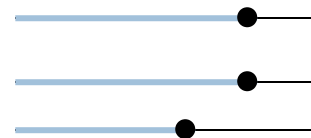
Skills

Technical/Product Knowledge

Understanding of

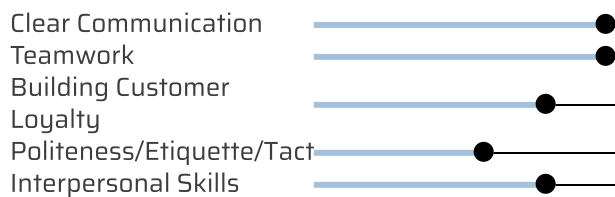
Customer Psychology

Microsoft Office



Skills

- SOFT SKILLS



- LANGUAGE



Hobbies



Exploring distant lands



Getting lost in a good book



Capturing moments



Feeling the music



Every kind of sport



Socializing

References

Available Upon Request

Strengths

Ability to prioritize # Accuracy
 # Adapting to changing circumstances
 # Clearly conveying features
 # Assessing the needs of customers
 # Efficiency # Communication
 # Helpfulness # Positive attitude