

CHRISTINE ATIENO ODHIAMBO

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Visa Status: Visit Visa



I aspire to work in a professional environment that will provide me ample of opportunities to utilize my potential to the fullest. I am confident that my skill set and learning from professional experience, I will be able to contribute to the excellence to my organization and self.

CAREER SNAPSHOT

SAFARI PARK HOTEL & CASINO

NAIROBI, KENYA

Front Desk Receptionist

Feb 2017-Dec 2019

Duties and responsibilities;

- Used quick response and dynamic services skills to build relationships with patrons, improving customer retention rate.
- Maintained financial accuracy by collecting deposits, fees and payments.
- Directed incoming calls to internal personnel and departments, routing to the best department.
- Retrieved mail, packages and documents on behalf of guests, promptly verifying receipts and arranging for pickup or transmittal.
- Protected guest valuables with main safe or individual boxes to maximize security.
- Kept accounts in balance and ran daily reports to verify totals.
- Maintained transaction security by verifying payment cards against identification.
- Monitored office supplies by checking inventory on a monthly basis and placed orders whenever stock appeared low.

UTALII HOTEL

NAIROBI, KENYA

Hostess

Nov 2014 – Dec 2016

Duties and responsibilities;

- Greeted guests and escorted them to the table or waiting area.
- Supervised and coordinated dining room activities and directed staff to provide fast and courteous customer service.
- Communicate with kitchen staff, management, serving staff and customers to ensure dining details were handled properly and guest concern promptly addressed.
- Help dining charges by verifying orders; calculating, taxes, totaling bills for to go orders.
- Inspected dining room for cleanliness, proper supply levels and required staffing.
- Managed organized reservation and telephone booking.
- Provided accurate wait time and monitoring waiting lists.
- Attentive to guests and resolve their complaint where possible, reporting all incidents to the supervisor.

UTALI HOTEL

NAIROBI, KENYA

Waitress

Feb 2013- Sept 2014

Duties and responsibilities;

- Greeted customers, present menus and explain daily special to customers.
- Answered questions related to menu items.
- Take food and beverages orders from customers.
- Relay food and beverages orders to the kitchen staff.
- Prepared drinks and food garnishes.
- Carry tray of food or drinks from the kitchen to the dining table.
- Removed dirty dishes and glasses and clean tables after customers finish their meals.
- Prepared itemized checks and take payments from customers.
- Clean and set up dining areas, refill condiments, roll silverware into napkins and stock service areas.

SKILLS SETS

Technical skills: Application (Word, Excel, Office) Internet & E-mail applications

Soft Skills: Team Player, Highly Adaptable, Punctual, Reliable, Self Motivated, Professional
Excellent customer Service, good Communication, Good work under pressure & challenges, well Organized, Multitasking, Attention to details, Flexible

EDUCATION**Nairobi Aviation College**

Oct 2013 – Sept 2014

- Diploma in Airline Cabin Crew / Air hostess

IATA Training & Development Institute

Sept 2014

- Certificate in Airline Cabin Crew Training

Health Mark Trainers

Nov 2013

- Certificate in Life Saver Course

Regional Centre for Tourism & Foreign Language

Oct2011 -Jan 2012

- Certificate in Computer (Information Technology)

TRAININGS

- Risk Assessment
- Health & Safety at work
- First Aid
- Nutrition
- CPR Training
- Cabin Crew Training

PERSONAL DETAILS

Nationality: Kenyan

Language Skills: Fluent English & Kiswahili (written & spoken)

Country of Residence: Dubai-United Arab Emirates

REFERENCES: Available upon request