



ABOUT ME

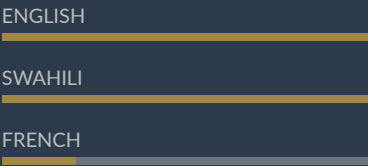
Hospitality professional with deep experience in all aspects of service in high end hospitality. Possessing a proven track record of building long-term relationships with clients and ensuring that value is provided to their Satisfaction. Has a good track record as a team player and a performer, consistently exceeding set goals and Customer satisfaction. A trouble shooter; able to effectively and efficiently resolve issues, and meet and achieve challenging objectives and goals.

PERSONAL DETAILS

Nationality
Kenyan

Visa status
Cancelled visa

LANGUAGES



SKILLS

- INTERPERSONAL AND LEADERSHIP SKILLS
- TIME MANAGEMENT
- EXCELLENT COMMUNICATION SKILLS
- ATTENTION TO DETAILS
- DECISION MAKING
- STRONG WORK ETHIC
- TEAM WORK
- CRITICAL AND ANALYTICAL SKILLS
- TEACHING AND PRESENTATION SKILLS

HOBBIES

HOSPITALITY,NETWORKING, CUSTOMER SERVICE, TRAVELLING, PUBLIC RELATIONS

DYLINE BARONGO

Al Wasl Road, Dubai, United Arab Emirates

+971524701668

dylinebarongo@gmail.com

WORK EXPERIENCE

UNILEVER
DUBAI
Mar 2021 - Jul 2021

RECEPTIONIST

- Diary management and management of meeting rooms.
- Possibly handling event coordination, both internally and externally.
- Possibly managing office supplies such as stationery, equipment and furniture.

HAMPTONS
RESTAURANT AND CAFE
DUBAI
Apr 2019 - Aug 2020

SUPERVISOR

- Oversee all front and back of the house restaurant operations.
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally.
- Maintain quality control for all food served.
- Analyze staff evaluations and feedback to improve the customer's experience.
- Oversee health code compliance and sanitation standards.
- Train new employees and provide ongoing training for all staff.

OPSO
DUBAI
Apr 2018 - Apr 2019

HOSTESS

- Take reservations via phone and website.
- Manage table reservations and assign tables.
- Handle customer complaints and issues.
- Managed reservations and catering appointments.
- Answered questions and did the intake for catering events.
- Provide extra service to ensure customer satisfaction, such as free drinks and birthday desserts.

JONES THE GROCER
DUBAI
Nov 2017 - Mar 2018

WAITRESS

- Provide excellent customer services.
- Always strive towards best customer satisfaction.
- Greet customers and present menus.
- Make suggestions based on their preferences.
- Take and serve food/drinks orders.
- Up-sell when appropriate.
- Arrange table settings.
- Keep tables' clean and tidy at all times.

CARREFOUR
Jan 2011 - Aug 2016

SALES REPRESENTATIVES

- Present, promote and sell products/services using solid arguments to existing and prospective customers.
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs.
- Establish, develop and maintain positive business and customer relationships.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Achieve agreed upon sales targets and outcomes within schedule.

EDUCATION

EGERTON
UNIVERSITY
NAKURU
2017

Bachelor of Arts

KAMWENJA
TEACHERS COLLEGE
2011

Higher National Diploma

SIRONGA GIRLS
2008

High school diploma