

**PENINAH MACHARIA**

Curriculum Vitae



**CUSTOMER CARE & ADMINISTRATION**

**PROFESSIONAL**

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GUEST MANAGEMENT | CUSTOMER SERVICE | ADMINISTRATION

**PROFESSIONAL PROFILE**

* Accomplished, multi-faceted and competent hospitality management professional with 8+ years of work experience in Guest Management and Customer Relationship Management. Presently serving as a Guest Service Executive Supervisor for Jumeirah Hotels and Resorts Dubai.
* Swiftly handle and manage the VIP Guests & delegates, Cashiering and Billings, Booking and reservation of Hotels, restaurant reservations, and VIP conference and Events areas with minimum intervention and serve the customers with the best in class service. Handle customer grievance and provide spot solutions to gain customer satisfaction.
* Committed to ensuring highest level of customer service at all times, resolving complaints and issues efficiently and accurately and forming, leading team to achieve excellence in the hospitality domain. Hands-on experience in monitoring the overall functions of hospitality and maximize customer satisfaction level.
* Exemplary communication skills with flexible work attitude; takes pride in doing it right the first time, understanding quality and seeks to do the best at all times. Resourceful at maintaining cordial relations with customers and providing value additions.

**Key Strength Areas:**

 ***Front Office***

 ***Operations, Sales***

 ***And General***

 ***Hospitality***

 ***Managemen****t*

**Personal Traits:**

Multi-Tasking ~ Organizer ~ Planner ~ Good Listener ~ Leadership ~Team Builder ~ Self Motivator ~Negotiator

**PROFESSIONAL EXPERIENCE**

**Jumeirah Hotels and Resorts Dubai – UAE July 2013-Upto date**

**Guest Services Executive Supervisor**

**Roles & Responsibilities**

* Implementing systems, managing daily front office operations to achieve maximum efficiency in the areas of VIP Guest Handling and Customer Service.
* Ensuring maximum guest satisfaction by closely interacting with guests to understand their requirements & customizing products & services to their needs including attending of special requests.
* Ensuring the availability of high quality services resulting in guest delight and supervising optimum resource utilization for attaining maximum service quality
* Assisting in identifying & imparting appropriate training, delegating service excellence and teamwork as well as supporting service staff so as to attain service excellence & teamwork
* Serving as first point of contact within the hotel for guests with regards to complaints, crisis, incidents and emergencies.
* Exhibit disciplined and courteous behaviour while interacting with guests ensuring quality. Coordinate with different people simultaneously under difficult situations
* Ascertaining and ensuring smooth front desk operations core areas for optimum revenue generations. Keeping close check on various operations to ensure adherence to specified guidelines.
* Evaluate customer requirements and recommend proposals by undertaking detailed fundamental analysis. Assist customers and provide services to them so as to fulfill their complete requirements.
* Expertise in organizing customer / employee service activities to ensure the most efficient and profitable operations by satisfying customer needs and enhancing customer relations
* Maintain and manage upkeep of office administrative facilities and ensure availability of daily miscellaneous requirements.
* Taking care of all administration activities including Maintenance, preparation, coordination, communication, analysis, negotiation, and review of utility contracts, Foreign Exchange transactions, Billings and Cashiering, Record keeping, Office supplies Procurement & Disposal, Travel management etc.

**PRECEDING ASSIGNMENTS**:

**Wild Wadi Water Park and Madinat Jumeirah Feb 2010 – Feb 2012**

**Rescuer**

**Hilton Abu Dhabi Hotel Feb 2008 – Feb 2010**

**Food and beverage Hostess**

**EDUCATIONAL CREDENTIALS**

**Diploma in Customer Care** from Nairobi Institute of Business Studies, 2005

**Certificate in Hotel Management & Catering Course** from Rainbow Institute of Professional Studies, 2002

**Certified Certificate in Butler Training & Customer Relation Programme** from Heilbron School of Hospitality

**NOTEWORTHY CERTIFICATIONS**

* Certificate in Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) (July 2012)
* Cross Training in Business center as a Secretary at Jumeirah Beach Hotel (March 2011).
* Employee of the month May 2008 at Hilton Hotel Abu Dhabi for outstanding performance.
* Certificate Program in Food and Beverage Service Skills Training and Guest Relation (March 2007 to May 2007)
* Certificate of Service in recognition of three years with Jumeirah Group

**PERSONAL DOSSIER**

**Date of Birth:** 23rdNovember 1981

**Languages Known:** English (Fluent), Swahili (fluent) French (basic)

**Nationality:** Kenyan

**VISA:** Residence Visa (Company Sponsored)