

CURRICULUM VITAE

DORINE ATIENO RAMOGI

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| * **Name : Doreen Atieno Ramogi** * **Nationality : Kenyan** * **Marital status : Single** * **Current Address : P. O Box …** * **Date of birth : 15/5/1999** * **Cell phone : +971 503028043** * **E-mail :**  **dorineramogi@gmail.com** |

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| **Career Objective:** |
| * Seeking a challenging position in an enabling environment where my current qualifications, abilities and experience would be considered an asset. * Continue through own initiative to acquire more knowledge, experience and skills to keep up with the ever increasing professional challenges and technological demands for increased efficiency with the great integrity in customer service with combination in hospitality works and business development and marketing skills.A clean track record of steady progression within hotel industry and safe operations with very high potential to adapt quickly and perform effectively. |

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| **PROFESSIONAL QUALIFICATIONS** |

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| **period** | **INSTITUTION** | **AREAS COVERED** |
| **2005-2012** | **Uloma Primary School** | Kenya Certificate of primary Education (K.C.P.E) |
| **2013-2016** | **Agoro Oyombe Secondary School** | Kenya Certificate of Secondary Education (K.C.S.E) |
| **2013\_2016** | **Agoro Oyombe Secondary School** | Basic Computer Knowledge/**German language** |
| 2017-2018 | **Graffins Computer college** | Basic Computer Knowledge/**German language**  **Packages:** Ms. Windows, Ms. Access, Ms. Excel, Ms. Word. |

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| **KEY SKILLS, COMPETENCIES AND PERSONAL ATTRIBUTES** |

* Excellent in performance best coffee maker (barista) e.g. cappuccino, espresso, macchiato, latte art Americano and so on, always appreciated by the guests served.
* Having full knowledge in POS, work as a cashier
* Good cocktail memory (cocktail waitress) serve cocktail and other drinks to guests, recommend best wine as well as cocktail to guests.
* Known as wine expert to her colleagues always take part in wine and food pairing, recommend wine to guests.
* Entertainer, guest with excellent services
* Create new ideas during low revenue, best deals in promotion to increase sale.
* Always flexible very quick in bar re-stocking, updating labels, running drinks, maintain bar hygiene.
* Organizational skills
* Attention to detail
* Exceptional Multitasker
* Excellent [communication skills](https://www.roberthalf.com.au/career-advice/career-development/communication-skills)
* Courteous to people of all races
* Strong customer service skills

**THESE ARE MY STRONG PERSONAL ATTRIBUTES:**

I am a self motivated person who works with minimal supervision, adapts easily and quickly to changing work environment. In addition, I can cope with challenging tasks and eager to learn. Excellent Instructional Techniques mostly in hospitality and customer service and teaching skills.

* Very good knowledge in preparation and implementation of customer service plans, Schemes of Work, data capture and record keeping/reports/evaluation.
* Excellent in interpersonal and communication skills
* Excellent written and spoken English and Swahili
* Advanced level of computer skills.
* Socializing with people of all races, very friendly and respectful
* Flexible (multitasking) and results oriented
* Creativity and ability to asses’ situations and come up with Training solutions to meet customer needs/demands.
* Problem solving skills.
* Smartness and punctuality
* Organizational skills
* Attention to detail
* Exceptional Multitasker
* Excellent [communication skills](https://www.roberthalf.com.au/career-advice/career-development/communication-skills)
* Courteous
* Strong customer service skills

**AWARDED CERTIFICATES:**

* Guest relations training.
* Floor supervisor training.
* Women empowerment program.
* Make it right
* Safety awareness

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| **WORK EXPERIENCE** |
| **Currently I work with :**  **The Royal Ascot Hotel (Dubai) front office as a Receptionist**  As Receptionist am a pivotal member of staff in the hotel who is the first point of contact for any visitors to the office or anyone contacting the hotel, so being well-presented and polite is my mandate traits.  I also maintain security by logging all visitors and possibly issuing visitor passes, plus providing support to the HR team as required and am ready to deliver. Duties and responsibilities: As the front of house and often first point of contact for external visitors and staff, my job description includes:   * Diary management and management of meeting rooms in the hotel * Handling event coordination, both internally and externally as per the standards * Handling queries and complaints via phone, email and general correspondence from the hotel customers and staff. * Greeting all visitors on arrivals * Transferring calls as necessary to the other departments * Possibly managing office supplies such as stationery, equipment and furniture * Performing ad-hoc administration duties and assistance in advices * Maintaining office services as required such as; cleaners and maintenance companies within the hotel premises * Receiving and dispatching deliveries within the hotel premises * Assisting with mail as required * Taking and ensuring messages are passed to the appropriate staff member on a timely basis * Assisting the HR team with recruitment, on-boarding and termination processes by receiving the applications mails.   **Hilton hotel (Dubai)**  **Hostess**  As an hostess or host am required to greet the customers as they enter a restaurant, takes and confirms reservations, and shows customers to their table. I also support other staff members by assisting with bussing or serving duties which is my passion:Duties and Responsibilities:  * Greeting guests as they enter, and putting them on a waiting list as necessary. * Providing guests with menus and answering any initial questions. * Seating guests at tables or in waiting areas. * Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers. * Engaging with guests to ensure they're happy with food and service we offer. * Responding to complaints and helping to resolve them. * Answering phone calls, taking reservations and answering questions. * Acknowledgments of the menu. * Helping out with other positions in the restaurant as needed. * Providing great customer service.   **ST.FLORIA JORAK ACADEMY**  **A TEACHER**  I was a teacher at the above school where I was awarded a recommendation to be the exemplary with loyalty dedication and time consciousness. Below are the subjects was engaged on;   * English * Kiswahili * Christian Religious Education * Arts and Craft   **Pride Hotel, Bondo (Kenya)**  **Office Girl**:  DUTIES AND RESPONSIBILITY:  Handling incoming calls and other communications.  • Managing filing system  • Updating paperwork, maintaining documents and word processing.  • Helping organize and maintain office common areas.  • Performing general office clerk duties and errands.  • Organizing travel by booking accommodations and reservations needs  • Coordinating events necessary.  • Maintaining supply inventory.  • Maintaining office equipment as required.  • Aiding with client reception excellently.  • Experience as a virtual assistant  .• Creating, maintaining, and entering information into databases    **INDUSTRIAL ATTACHMENT**  **Royal ascot Hotel food & beverage department**   * Food and Menu Knowledge * Wine and Bar Service * Food and Beverage Control * Professional Code of conduct * Business Arithmetic’s * Hygiene & Nutrition * Social Aspects of Tourism |

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| **Interest and Hobbies** |

* Traveling and learning different cultures
* Socializing with people of all races.

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| **Extra Curriculum Activities** |

* Reading books
* Listening to music
* Socializing
* Community policing to ensure the safety of the family and friends

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| **REFEREES:** | | | |
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| **1** | **NAME** | | **BONSON ODHIAMBO** |
|  | **ROLE** | | GROUND CREW |
|  | **ORGARNIZATION** | | OSS/KBR |
|  | **ADDRESS** | | KABUL AFGHANSTAN |
|  | **TELEPHONE** | | +937885262053 |
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| **2** | | **NAME** | **Mohit** |
|  | | **ROLE** | Front office supervisor |
|  | | **ORGANIZATION** | Khamas hospitality |
|  | | **ADDRESS** | Khalid bin Waleedstreet |
|  | | **TELEPHONE** | Mohitzutshi11@gmail.com |
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| **3** | **NAME** | | Joylin Fernandes |
|  | **ROLE** | | Human Resource Administrator |
|  | **ORGANIZATION** | | Sea View Hotel Dubai |
|  | **ADDRESS** | | N/A |
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