

CUSTOMER SERVICE/SALES ASSOCIATE

Florida Bridgite Kazira

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VISA STATUS: VISIT

PERSONAL SUMMARY

I am an enthusiastic, professional and flexible Customer Service Associate with vast experience mainly on face to face sales and service. I enjoy being part of a leading and successful productive team. I easily adapt to any working environment and I am quick to grasp new ideas and concepts and to develop innovative solutions to problems. I am able to work well on my own initiative and can demonstrate high levels of motivation and integrity. Even under significant pressure I still possess a strong ability to perform cheerfully and effectively. In addition to that, I am a very good communicator, with exceptional people skills and this gives me the ability to surpass set targets and set service standards .My ability to communicate fluently in English makes my service delivery effortlessly flawless and exceptional creating lasting impressions on every guest I serve. With the experience I have acquired over the years I naturally exude an efficient, organised,mature professional etiquette and excellent personal presentation .

WORK EXPERIENCE

Operations Supervisor

Transguard Group October 2021 -December 2023

Duties and Responsibilities

- Plan, organize, direct, control and evaluate the operations of the accommodation.
- Coaching, supporting, guiding, counseling, and disciplining employees.
- Maintains safe and healthy work environment by establishing and enforcing organization standards and adhering to legal regulations.
- Works closely with Maintenance to coordinate projects for the rooms.

- Ensures daily line up and departmental meetings are completed according to SOPs.
- Manage reciprocal relationship between staff and the organization.
- Fire warden And First Aid Representative.
- Oversee employee performance.
- Orders and receives supplies so as to maintain adequate inventory levels.
- In charge of accommodation safety and security and Housekeeping.
- Conducts trainings and in facility inspection and audit.
- Compiling and sending various reports to the management.
- Reporting of all repairs and maintenance to the concerned department.

Guest Service Officer/ Admin
Ole Sereni Hotel: 2019 Jan to Nov 2020

Duties and Responsibilities:

- Answering incoming calls; taking messages and re-directing calls as required. Handling trunk calls and overseas calls.
- Attend to special guests (e.g. VIPs) and answer their inquiries.
- Maintain the inventory of guest amenities.
- Worked with housekeepers to ensure the quality of the rooms.
- Anticipate guest needs and build rapport with customers.
- Providing front desk services to guests, processing guest payments and acting as an information source.
- Resolve guest problems and complaints.
- Record and effect the wake-up call for all hotel guests.
- Ensure that telephone switchboard is never left unattended.
- Dealing with email enquiries, taking minutes, diary management and arranging appointments, booking meeting rooms, and conference facilities .
- Data entry (sales figures, guest reservations, general office management such as ordering stationary.
- Promote hotel products and services to guests.
- Arranging both internal and external events.
- Possibly maintaining the company's social media accounts.
- Providing admin support to Sales rep, Managers and Senior Managers.

Retail Sales/Customer Service Associate
Safaricom Ltd Jan 2014 to Dec 2018

Duties and Responsibilities:

- Participate in sales meetings, seminars to improve customer satisfaction and business performance.

- Demonstrate extensive product knowledge.
- Assists with inventory, including receiving and stocking merchandise.
- Responsible for payments, receipting and invoicing.
- Balancing cash float.
- Successfully cross selling products for increased revenue.
- Proficient in multi-channel support via chats, email, social media.
- Compiling and sending monthly sales reports to the Sales Manager.
- Processing exchanges, returns, and refunds according to company policies.
- Drives sales through engagement of customers.
- Resolve customer complaints and issues in a timely and professional manner.
- Suggest solutions when a product malfunctions.
- Providing after sales service to customers.
- Inform customers about discounts and special offers
- Process Customer feedback / Compile reports on overall customer satisfaction

ACADEMIC BACKGROUND

2023- Alison

Diploma in Hospitality Management (Ongoing)

2009-May July 2013: NYS IBS

Certificate Secretarial studies.

2004 – 2008: Womulalu High school

Kenya Certificate of Secondary Education

Referees upon request