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| |  | | --- | |  | | **Contact**  DUBAI, United Arab Emirates 0000  **Mobile:** +971 558937238  wanjirukamau923@gmail.com    **Education**    Certificate in Computer Packages  **NYARI INSTITUTE**    Kenya Certificate of Secondary Education  **GACHIE HIGH SCHOOL**    April 2022  CERTIFICATE: HOTEL AND HOSPITALITY MANAGEMENT  **ZABEEL INTERNATIONAL INSTITUTE OF MANAGEMENT AND TECHNOLOGY**, DUBAI, UAE  Dubai   * Completed Coursework: HOTEL AND HOSPITALITY MANAGEMENT, 2022     **Languages**  **Fluent in English**: | | |  |  | | --- | --- | | **MARY KAMAU**   |  | | --- | |  | | | **Professional Summary**  Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.  To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.  Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.    **Skills**   |  |  | | --- | --- | | * Sociable with excellent interpersonal communication skills. * Ability to interact with people at all levels using fact patience and diplomacy. * Good management skills. * Capable of providing high customer service standards. | * Self-motivated and require minimum supervision and provides leadership and inspiration to co-workers. * Ability to work well and meet deadlines – can work under pressure. * Fluent in spoken and written English language. |     **Work History**    June 2023 - October 2023  **WAITRESS**, ***THE NAME-YOUR SOCIAL HUB***, Dubai   * Great guests and make them feel comfortable * Learn menu items and be able to describe them appropriately to guests * Take * Deliver beverages and food in a timely manner * Check-in with guests to ensure that everything is going well * Deliver guest's bill and thank them for dining at the restaurant. * Maintained clean and welcoming dining environment, ensuring a positive guest experience. * Contributed to increased sales by promoting daily specials and making personalized menu recommendations. * Streamlined order accuracy by effectively communicating with kitchen staff, resulting in fewer returned dishes.     December 2021 - January 2023  **SUPERVISOR/WAITRESS**, ***VILLA GOURMET FASHION***, Dubai   * Spearhead team initiatives to optimize customer service and operational efficiency, resulting in a 15% increase in customer satisfaction within the first quarter * Streamline staff training procedures, leading to a 20% reduction in onboarding time and enhancing overall team performance * Foster strong cross-functional collaboration, facilitating seamless communication between front-end and back-end teams to enhance service delivery * Introduced and implemented a customer feedback mechanism, resulting in a 10% reduction in service-related complaints and improved guest experiences * Innovated inventory management, reducing waste by 12% and achieving cost savings.     January 2019 - January 2021  **WAITRESS/BARISTA**, ***LOU'LOUA BY NADIA***, Dubai   * Greeting and welcoming guests * Delivered personalized service to patrons, ensuring a memorable dining experience and increasing positive online reviews by 25% * Collaborated with culinary and beverage teams to recommend pairings, enhancing the overall dining experience and increasing average ticket value by 10% * Resolved guest inquiries and issues promptly, maintaining a high level of customer satisfaction and retention * Led team meetings to share best practices and implement process improvements, resulting in a 15% decrease in service delivery time * Managed cash transactions with 100% accuracy and upheld strict cash handling procedures.     **Accomplishments**   * Recognized as "Employee of the Month" three times for consistently exceeding service standards. * Successfully trained and mentored three new employees, enhancing team productivity. * Increased upselling efficiency by 20% through the application of persuasive communication skills. * Managed a high-volume shift, catering to over 150 guests, without compromising service quality. * Coordinated a themed event, resulting in a 30% increase in customer turnout and positive feedback.     **Ambition**  A multi-talented professional with experience in Customer Support Service, Clear and dynamic communication as well as strong analytical skills allows me to meet and exceed objectives and contribute to the sustaining growth of the company, working well under pressure with the ability to remain calm and focused, creates and encourages a positive and trustworthy image for the company as a whole.    **Personal Information**   * Title: CUSTOMER SERVICE/GUEST RELATIONS AGENT * Visa Status: OWN VISA | |

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