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|  |  | **BEATRICE WAMUYU GITHINJI** |
| **CAREER OBJECTIVE**  Seeking a challenging position in the hospitality Industry where I can utilize my skills, customer service experiences and contribute to the success of the organization.  I have over 7 years’ experience in Flight catering services Dubai Contact PHONE:  0547270094  EMAIL:  [githinjibw@gmail.com](mailto:githinjibw@gmail.com)  Visa status: Residence visa LANGUAGES English  Swahili skills Good Customer Service.  Good Computer Skills  Highly Analytical.  Proactive  Work with minimal supervision  REFERENCES:   1. Emirates Flight catering |  | EDUCATION **Diploma in Foundation in Travel and Tourism with Sabre** U.A.E ([IATA Diploma with a pass – 2019 **CERIFIED NURSE ASSISTANT- U.A.E KHDA ATTESTATION. DEVELOPMENT ACADEMY** (**FOR TRAINING AND SCIENCE CENTRE**  **ADULT FIRST AID &BASIC LIFE SUPPORT**  **AMERICAN HEALTH SAFETY INSTITUTE**  **FOOD SAFETY LEVEL 2 – HIGH FLYER** MUKIRA PROFESSIONAL COLLEGE - Computer Applications **KIANDU HIGH SCHOOL (A Level Certificate]** WORK EXPERIENCEEMIRATES FLIGHT CATERING – RECEPTIONIST /FRONT OFFICE1st July 2019- to - 30th July 2024 - Location: Airport Terminal 3 ***Roles and responsibilities***   * Keeping front desk tidy and presentable with all necessary material. * Greeting and welcoming guests as they approach the front desk. * Answering questions and addressing complaints. * Answer all incoming calls and redirect them or keep message. * Prepare outgoing mail by drafting correspondence, securing parcels etc. * Check, sort and forward emails * Monitor office supplies and place orders when necessary * Keep updated records and files * Monitor office expenses and costs * Comply with the Company Quality and Occupational Health and Safety Policies.   **EMIRATES FLIGHT CATERING – HOUSE KEEPING ASSISTANT**  **AIRPORT TERMINAL 3 - 9TH July 2017 TO 30TH June 2019**  **Roles and Responsibilities**   * Clean office premises, kitchen area, and equipment as per prescribed hygiene standards to ensure that it is food-safe and pest free. * Check the cleanliness of all areas and follow the daily   schedule thereby cleanliness at all times.   * Ensure safe and proper usage of the cleaning equipment as also   the area/equipment being cleaned.   * Ensure that the cleaning activity is undertaken only after putting   on protective clothing as per the safety standards.   * Collect garbage from specified areas and dispose of at   designated area as per the defined methodology.   * Clean work area and restock chemicals after obtaining   prior approval.   * Ensure that the basic facilities like taps etc are functional;   inform Team Member within the team in case of malfunction  who will in turn inform maintenance/other departments  if necessary.   * Undertake specific cleaning duties and perform additional tasks   as directed by superiors.   * Apply the QHSE policy/system established in accordance   with international standards. TRANSWORLD COLLEGE - FRONT OFFICE **Location: Nyeri, Kenya June 2013 to Jan 2017**  ***Roles and responsibilities***   * Deal directly with customers either by telephone,   electronically or face to face.   * Respond promptly to customer enquiries. * Handle and resolve customer complaints. * Process orders, forms, applications and requests. * Direct requests and unresolved issues to the designated   resource.   * Manage customer’s accounts. * Keep records of customer’s interactions and transactions. * Record details of inquiries, comments and complaints. * Communicate and co-ordinate with internal departments. * Follow up on customer interactions. |