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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 ContactPHONE:0547270094 EMAIL:githinjibw@gmail.com Visa status: Residence visaLANGUAGESEnglishSwahiliskillsGood Customer Service. Good Computer Skills Highly Analytical.ProactiveWork with minimal supervisionREFERENCES: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.
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