

GRACE WAITHIRA WAINAINA



Contacts



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Kenya



<https://www.linkedin.com/in/grace-wainaina-175395241>

Skills

- Customer Service Management
- Problem solving • Reception
- Computer Literacy
- Verbal and Written Communication
- Organization

Languages

English (Fluent)

Kiswahili (Fluent)

Certification

Customer Service Management
HRD University, UAE
- Jan,2022

General Data Protection Regulation
Typsy
- Dec,2022

Profile

A dynamic, detail-oriented teacher with strengths in reception, organization and creating a welcoming environment for all. Friendly, organized Front Office Assistant with experience in a range of different businesses and organizational settings including customer service. Goal oriented, open minded and capable of multi-tasking in high pressure situations. Consistently capable of making a positive initial impression to office visitors. Committed to delivering high quality results with little to no supervision.

Experience

Front Desk Receptionist

Oct 2022 - Dec 2022

The Living Adventure managed by Accor for the Global Sport Event 2022

Qatar

- Greet, check in/, Check out respond to requests and settle accounts while providing exceptional service via Hotelogix PMS.
- Take the initiative to add a personalized experience.
- Proudly promote the property facilities, looking for opportunities to enhance a guest's stay.
- Helps encourage guest loyalty by building friendly, personalized relationships.
- Completes all tasks linked to the guest's arrival and departure in compliance with internal procedures.
- Handles phone calls.
- Passes information as necessary to other departments (floor staff, technical, etc.) and to other members of the front-desk team.
- Ensures that all the documents, products, and provisions needed for the department and/or guests are available and up-to-date.
- Supply guests with directions and information regarding property and local areas of interest.
- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.
- Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room keys.

Teacher

May 2022 - Sept 2022

Mutalia St Triza Highschool

Kenya

- Provide administrative support to the Office
- Fostered a positive learning environment by incorporating team building activities and positive reinforcement techniques
- Prepared comprehensive lesson plans based on the Kenyan Curriculum
- Established classroom rules and enforcing them fairly and effectively
- Guiding and counselling students to ensure their social and emotional development as adolescents
- Cooperated with the Christian Union Chaplain to ensure spiritual wellbeing of students
- Career Guidance

Certification

Hotelogix Front Desk Module
Hotelogix Smart Hoteliering
- Nov,2022

Hotelogix Guest Service Module
Hotelogix Smart Hoteliering
- Nov,2022

Experience

Customer Service;Sales Assistant

December 2015 - April 2022

Wainaina General Shop

Kenya

- Handling phone calls
- Resolving problems
- Organizing Products on display shelves
- Conducting Transactions
- Stock taking
- Attending to customers

Intern Teacher

October 2021 - December 2021

Ruiru Kihunguro Secondary school

Kenya

- Created and maintained a welcoming, friendly, engaging and nurturing classroom environment where all students felt comfortable
- Developed rigorous lesson plans and lectures and prepared students for quizzes and tests
- Prepared materials and equipment for classroom activities in an organized manner
- Collaborated with teachers to see administrative and school policies are followed at all times

Teacher

May 2019 - August 2019

Queen of Peace Secondary school

Kenya

- Fostered a positive learning environment by incorporating team building
- Activities and positive reinforcement techniques
- Prepared comprehensive lesson plans based on the Kenyan Curriculum
- Established classroom rules and enforcing them fairly and effectively
- Guiding and counselling students to ensure their social and emotional development as adolescents
- Cooperated with the Christian Union Chaplain to ensure spiritual wellbeing of students
- Career Guidance

Education

Bachelor of Education (Home Economics)

August 2017 - July 2022

Kenyatta University, Kenya

References

Ms. Christina Mylona
Front Office Manager
The Living Adventure; Accor for Global Sport Event 2022
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