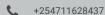
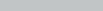
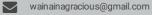
GRACE WAITHIRA WAINAINA



Contacts







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

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

Oatar

- 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

Mutalia St Triza Highschool

May 2022 - Sept 2022

Kenva

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
- ${\boldsymbol \cdot}$ 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

Wainaina General Shop

• 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

Kenya

- Created and maintained a welcoming, friendly, engaging and nurturing classroom environment where all students felt comfortable
- ${\boldsymbol{\cdot}}$ 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
- ${\boldsymbol \cdot}$ 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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