**PROFESSIONAL SUMMARY**

To work in a reputable and stable organization, both national and international, where the organizational objectives are well defined and my abilities and skills are efficiently applicable with or without supervision.

**MARKPAUL KAMAU MBUGUA**

**CONTACT: +971525628281**

**Email:**  **pablokamau007@gmail.com**

DUBAI; UAE

NATIONALITY: KENYAN

Visa Status: Visit Visa

Marital Status: Single

Age: 22

Language:

* English

Skills:

* Adaptability
* Creativity
* Team work
* Communication
* Customer care services

References: Upon request.

**WORK EXPERIENCE**

**Front Desk Receptionist at MO SOUNDS CO. NAIROBI KENYA**

**Duration: 09\2021 – 05\2023**

**Duties 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.
* Check, sort and forward emails.
* Monitor office supplies and place orders when necessary.
* Keep updated records and files.
* Meeting and greeting clients.
* Booking meetings

**Host at BONDS GARDENS RESTAURANT, KENYA**

**Duration:06\2018 – 04\2019**

**Duties and Responsibilities:**

* Welcoming guests to the venue.
* Providing accurate wait times and monitoring waiting lists.
* Managing reservations.
* Coordinate with wait staff about available seating options.
* Maintain a clean reception area.
* Cater to guests who require extra attention (e.g. children, elderly).
* Answer incoming calls and address customers’ queries.
* Assist wait staff as needed.

**ADDITIONAL SKILLS**

* + Excellent verbal and written communication skills, as well as listening skills.
	+ Attention to detail and ability to deliver high-quality work.
	+ Proficiency in Microsoft office.
	+ Interpersonal skills and ability to work well in a team as well as independently.
	+ Excellent organizational skills.