

VICTORIA NAILANTEI

CASHIER / HOSTESS



PROFILE SUMMARY

Highly skilled and dedicated customer service professional with a proven track record of 7 years of experience, including 5 years in UAE, delivering exceptional support and satisfaction to clients. Possessing strong communication and problem-solving abilities, I excel in quickly understanding customer needs, providing accurate information, and resolving issues efficiently. With a positive and empathetic approach, I consistently strive to exceed customer expectations, ensuring a positive experience and fostering long-lasting relationships.

WORK EXPERIENCE

CASHIER / HOSTESS- 02/2023 - CURENTLY WORKING...

MRS MIKA RESTAURANT, JUMERIAH-1, UNITED ARAB EMIRATES

- Processing sales transactions and handling cash and credit card payments.
- Greeting and welcoming customers as they arrive.
- Seating customers and managing reservations.
- Maintaining cleanliness and organization of the dining area.
- Providing menus and answering customer inquiries about menu items.
- Taking and delivering customer orders to the kitchen.
- Assisting in coordinating the flow of customers and managing wait-lists during peak times.
- Monitoring and managing customer satisfaction throughout their dining experience.
- Collaborating with the kitchen and waitstaff to ensure smooth operations.
- Handling customer feedback, complaints, and special requests in a professional and timely manner

RECEPTIONIST / CUSTOMER SERVICE REPRESENTATIVE - 08/2020 - 11/2022

AMBOSELI SERENA HOTEL,KAJIADO,KENYA

- Greeting and welcoming visitors, providing them with necessary information and directing them to the appropriate person or department.
- Answering phone calls, screening and transferring them to the relevant individuals, and taking messages when necessary.
- Managing and scheduling appointments, meetings, and conference room bookings.
- Handling incoming and outgoing mail, packages, and deliveries, and distributing them to the respective recipients.
- Maintaining a clean and organized reception area, including keeping track of office supplies and ordering new ones as needed.
- Assisting with administrative tasks such as data entry, filing, and documentation.
- Providing basic administrative support to other departments as required, including photocopying, scanning, and faxing documents.
- Ensuring security measures by monitoring and issuing visitor badges, maintaining visitor logs, and following established protocols.
- Managing and maintaining electronic and paper-based records and databases.
- Demonstrating excellent customer service skills by addressing inquiries and resolving complaints in a professional and timely manner.

CONTACT

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- ✉ victntei@gmail.com
- 📍 Dubai, UAE

PERSONAL DETAILS

- GENDER : FEMALE
- D.O.B : 24-09-1989
- NATIONALITY : KENYA
- Passport No : AK0796950
- Visa Status : Visit Visa
- Language : English

KEY SKILLS

- Guest Satisfaction Specialist
- Customer Focus
- Customer Service
- Relationship Development
- Communication
- Empathy
- Patience
- Problem-solving
- Active listening
- Adaptability
- Conflict resolution
- Customer service orientation
- Time management
- Resilience
- Collaborator
- Multi-cultural Team Leadership
- Resourceful
- MIS Reporting

CASHIER/ CUSTOMER SERVICE REPRESENTATIVE - 03/2017 - 12/2019

REAL CINEMA, DUBAI MALL, UNITED ARAB EMIRATES

- Processing ticket sales accurately and efficiently.
- Handling cash and credit card transactions while maintaining proper cash handling procedures.
- Providing information to customers regarding movie show times, theater policies, and special promotions.
- Assisting customers with concessions purchases, including food, beverages, and snacks.
- Ensuring the cleanliness and organization of the concession area.
- Checking tickets and guiding customers to their assigned seats.
- Addressing and resolving customer complaints or concerns in a professional and courteous manner.
- Maintaining a friendly and helpful demeanor while interacting with customers.
- Monitoring and enforcing theater policies, such as age restrictions and no outside food or drinks.
- Collaborating with other theater staff to ensure a smooth operation and exceptional customer experience.

CUSTOMER SERVICE REPRESENTATIVE - 04/2016 - 01/2017

TRANSGAURD SECURITY, DUBAI, UNITED ARAB EMIRATES

- Greeting and welcoming visitors to the premises in a professional and friendly manner.
- Registering and signing in visitors, issuing visitor badges, and maintaining visitor logs.
- Answering phone calls and directing them to the appropriate departments or individuals.
- Controlling access to restricted areas by verifying identification and credentials.
- Assisting with security procedures such as bag checks or metal detector screenings, if required.
- Responding to emergency situations and contacting appropriate authorities when necessary.
- Maintaining confidentiality and security of sensitive information.

DECLARATION

I certify that all the information above is correct and reference are available if they are needed hoping that my experience will be useful to your company.

VICTORIA NAILANTEI

EDUCATION

- Kenya Certificate of Secondary Education from St Clare's girls' high school, Kenya in 2008
- Diploma in Theater Technician from Nairobi Women's Training Institute, Kenya in 2013
- Certificate in Business Management from Nairobi Women's Training Institute, Kenya in 2010