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|  | 2021-07-14 15:02:27.873000    anaritah91@gmail.com    +971529853307    Dubai, UAE  Dubai, UAE    **Education**    BA of arts: International Relations ,University of Nairobi, Nairobi, 2015    Kenya Certificate of Secondary Education Kenya High School, 2014 |  | |  | | --- | | ANARITAH MAGIRI MBURU |   **Professional summary**  To achieve professional excellence in my field that will provide me with opportunities to fully utilize and develop my knowledge and skills in customer service, Administrative, Sales & Marketing roles. I am easily motivated, confident, honest and dedicated to my job .  **Work history**  January 2019 - July 2021  MARRIOTT MARQUIS DOHA QATAR - Hostess   * Assigned work tasks and coordinated activities of dining room personnel to deliver prompt, courteous service to guests * Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction. * Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking. * Routinely supported other areas of restaurant as requested, including answering telephones and completing financial transactions for other staff members. * Assisted in preparing dining room for special upcoming functions, including decorating and generating and printing out special group menus using * Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.   January 2017 - January 2019  CREEB LTD, KENYA - CUSTOMER SERVICE REPRESENTATIVE   * Cultivated strong value-added relationships with customers and drove business development by delivering product knowledge. * Managed quality communication, customer support and product representation for each guest * Assisted customers with alteration appointments, special order requests and arranging merchandise pick-ups at alternative locations. * Obtained information to resolve customer inquiries. * Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.   January 2015 - January 2017  KICHAKANI PARADISE RESORT,KENYA - HOSTESS   * Collaborated with kitchen to inform customers of wait times and answer questions about food. * Watched dining area staff to evaluate server loads and calculate accurate wait times. * Documented reservations, alerted servers and managers of large groups and prepared seating. * Cultivated positive guest relations by managing information and orchestrating speedy seatings. * Governed dining area with natural leadership talents and organizational strategies focused on balancing guest and business needs.   **Skills**   |  |  |  | | --- | --- | --- | |  | * Fluent in English * Intermediate German speaking | * Advanced customer service skills * Advanced knowledge in workplace professionalism and ethics | |  |

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