**Curriculum vitae**

**Personal details**

NAME; ESTHER WANJIKU TERA.

PHONE NO; 0796051788.

EMAIL; teraessy@gmail.com.

D.O.B; 08/07/2004.

GENDER; FEMALE.

NATIONALITY; KENYAN.

MARITALSTATUS; Single.

**PROFILE.**

I am a self-driven and enthusiastic third year student at Meru university of science and Technology, currently pursuing a degree in Tourism and Hospitality management. Specialising in Tourism Management. With a solid foundation in tourism development, sustainable practices, and destination marketing, I am passionate about the tourism industry and its potential to drive socio-economic growth. Through my course work, I have gained valuable skills in managing tourism destinations, crafting marketing strategies and understanding the role of customer service in creating memorable visitor experiences. I am eager to apply this knowledge in a practical setting through an attachment in tourism management, where I can contribute to the success of an organisation while enhancing my practical experience in the industry.

**Skills.**

* Tourism management expertise; I have strong understanding of tourism operations, destination management and sustainable practices.
* Communication; I have the ability to communicate effectively with clients, colleagues and stake holders in tourism industry.
* Customer-centred Approach; I am skilled in creating positive and memorable experiences for tourists ensuring customer satisfaction.
* Analytical skills; I am proficient in evaluating tourism trends and understanding the economic and environmental factors affecting the tourism industry.
* Technical proficiency; I have advanced skills in Microsoft office suite.
* Excellent interpersonal and communication skills, developed through working in customer-facing roles and group projects.
* Ability to work under pressure and resolve any conflicts that may arise.

**Experience.**

* Hospitality intern;

At Fk Resort and spa in Nyeri county.

From first May 2024 to twentieth July 2024;

* Provided exceptional customer services by greeting guests, managing reservations, and addressing inquiries, ensuring a welcoming atmosphere.
* Collaborated with team members to coordinate events and special occasions, enhancing guest experiences through seamless execution.
* Developed strong communication skills by interacting with guests from diverse backgrounds and handling their requests effectively.
* Assisted in resolving guest complaints, contributing to a positive reputation to the establishment.

**Hobbies;**

* Photography; I love capturing landscapes, cultures and experiences from my travels and evening walks
* Cultural exploration; I mostly find myself seeking out and participating in local customs, festivals and traditions through my travel.
* Hiking and nature exploration
* Food tasting and culinary; I love exploring different cuisines, cooking classes and food that highlight culinary tourism.
* I love learning new languages to enhance my communication skills while travelling and connecting with diverse cultures.
* I love watching documentaries cause am in love with nature and wildlife.
* I love watching videos on ways of promoting sustainable tourism.

**Education.**

* Currently studying at Meru university of science and technology;

Joined in September 2022 and waiting for graduation in 2027.

Relevant course work; Tourism planning and development, sustainable tourism, destination marketing, hospitality management and customer service.

* Highschool; Njoro girl’s high school

Joined in January 2018 and completed March 2022.

* Primary; vision academy

Joined in January 2007 and completed in November 2017.

**REFEREES.**

* Sir Richard Wanjohi.

Procurement officer medicine San frontiers,

Phone;0706441855.

* Dr Mariga mugambi

Dean and lecturer at Meru University.

Phone;0714679896.

* Dr Erick mbae

Lecturer at Meru University.

Phone;0723332197.