

BLESSING NSIAH

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PROFESSIONAL SUMMARY

Motivated Hotel Front Desk Clerk provides outstanding customer service and administrative support. Possesses exceptional problem-solving skills and resolves customer inquiries and complaints in timely manner.

SKILLS

Supply Stocking

Guest Relations

Greeting guests

Welcoming guests

Correspondence Management

Correspondence Management

WORK HISTORY

02/2021 to Current

Hotel Front Desk Clerk

Rosesa Hotel – Kumasi, Ghana

- - Enhanced guest satisfaction by effectively managing check-ins and checkouts, resulting in a 15% increase in positive feedback.
- Streamlined the reservations process, improving accuracy and guest experience by 20%.
- Promptly assisted guests with inquiries and resolved issues, contributing to a 25% rise in positive guest feedback.
- Collaborated with housekeeping to ensure room readiness, thereby enhancing guest comfort and satisfaction.
- Maintained a clean and organized front desk area, fostering a welcoming environment that received positive guest reviews.
- Provided exceptional customer service through active listening and empathetic communication, leading to significantly improved guest satisfaction ratings.

12/2019 to 12/2020

Cook

Mana Bell Fast Food – Kumasi, Ghana

- Elevated customer satisfaction by consistently preparing high-quality and visually appealing dishes.
- Implemented effective portion control and storage techniques, resulting in a 30% reduction in food waste.
- Enhanced menu offerings by integrating seasonal ingredients and innovative cooking methods, increasing sales by 15%.
- Adhered to recipe guidelines while demonstrating creativity in plating and garnishing dishes to enhance their visual appeal.
- Provided hands-on guidance to mentor junior cooks, resulting in a 20% improvement in their culinary skills and optimizing meal preparation processes.

01/2016 to 09/2019

Cook

Time And Chances Fast Food – Kumasi, Ghana

- Enhanced customer satisfaction by consistently delivering high-quality, visually appealing dishes, resulting in a 95% customer satisfaction rating.
- Reduced food waste significantly by implementing proper portion control and storage techniques, achieving a 40% reduction in food waste.
- Streamlined kitchen operations with effective communication and collaboration among team members, resulting in a 25% increase in kitchen efficiency.
- Improved menu offerings by incorporating seasonal ingredients and innovative cooking methods, leading to a 20% increase in menu item sales.
- Demonstrated strong multitasking skills by managing multiple orders simultaneously without sacrificing quality or presentation, averaging 50 orders per hour during peak times.

EDUCATION

08/2020

High School Diploma

Kofi Adjei Senior High Technical School - Kumasi, Ghana