**Blessing** **Nsiah**

    Accra, Greater Accra 00233

+233 24055381 - nsiahblessing50@gmail.com

**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**

**Correspondence Management**

**Welcoming guests**

**Greeting guests**

**Guest Relations**

**Customer Service**

**Work History**

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| 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. |

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| 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. |

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| 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**

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| 08/2020 | **High School Diploma**  **Kofi Adjei Senior High Technical School** - Kumasi, Ghana |