

SUSAN WANGU WACHIRA

PERSONAL PROFILE AND INFORMATION

Diploma Holder in Hospitality Management from Nairobi Institute of Business Studies class of 2017. Excellent interpersonal skills, and a dedicated worker with a sense of purpose.

Name: Susan Wangu Wachira

Gender: Female

D.O.B : 31/07/1995

Nationality: Kenyan

Marital status: Single

Contact Number : +254714032143

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OBJECTIVE

To apply my unique set of talents and capabilities, in developing the world at large to the very best of my ability. My missions are being innovative and have a lot of initiative towards my pursuit of purpose, leaving the world better than I found it.

KEY SKILLS AND COMPETENCIES

- Can work under very minimal supervision if any
- Self driven and can work under any environment
- A team player
- Quick to learn and adapt to new environments
- Excellent communication skills
- Excellent people skills (interpersonal skills)

EDUCATION

Nairobi Institute of Business Studies (N.I.B.S), Ronald Ngala Campus

2017: Diploma In Hospitality Management

K.C.S.E. – Gatugi Girls Secondary School

2014: Kenya Certificate of Secondary Education

K.C.P.E. – D.E.B. Primary School

2002: Kenya Certificate of Primary Education

WORK
EXPERIENCE

SEPT 2017: Fred's Ranch and Resort, Kajiado

Intern and Employee

Duties and responsibilities:-

Front Office

- Registration of guests and assigning rooms
- Maintain an inventory of reservation, vacancies and room assignments
- Answer enquiries regarding hotel services, provide assistance and respond to guests' complaints

Food & Beverage

- Greeting customers, escorting them to seats, taking food and drink orders, and serving food and beverages
- Answer questions regarding the hotel services, explaining menu items and specials, and offering personal attentive treatment.
- Co-coordinating with team workers to plan events, parties etc.

Housekeeping

- Responsible for maintaining the hygiene and appearance of the hotel
- Servicing and maintaining the guest rooms and replenishing stock as and when needed.
- Providing service items to guest rooms upon requests from the guests

Food Production

- Preparation of simple food items like vegetable preparation, salads, cold starters etc.
- Work according to established health and safety guidelines. Kept the kitchen area clean and hygienic.
- Keep a check on stock and order for replenishments as and when necessary.

JANUARY 2018: 67 AIRPORT HOTEL .NAIROBI

WAITRESS:

Food & Beverage

- Greeting customers, escorting them to seats, taking food and drink orders, and serving food and beverages.
- Answer questions regarding the hotel services, explaining menu items and specials, and offering personal attentive treatment.
- Having good knowledge on services offered at the hotel
- Checking on customers regularly and making sure all is well.

PRESENT:67 AIRPORT HOTEL . NAIROBI

HOSTESS:

- Receive customers as they walk into the hotel facility.
- Ensure customers needs and desires are met.
- Attending to customers complain and make them feel assisted.
- Ensure the lobby area is tidy and presentable.
- Ensure booking registration of each guest .
- Able to identify every customer and constantly remind servers of guests waiting.
- Ensure every customer's expectations are all met and they enjoyed the great hospitality offered.

COMPUTER SKILLS

- Microsoft Office
- Internet

LEADERSHIP SKILLS

- Students class representative in High School of class
- College class Representative of class 2017.
- Secretary to the local religious group

INTERESTS &
HOBBIES

- Swimming
 - Adventure
 - Traveling
 - Reading
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SPORTS

- Athletics – Long and short distance running
 - Volleyball
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REFERENCES

Ms. Lizzie Wanyoike

- The Principal, Nairobi Institute of Business Studies
- P.O.Box 49962-00100, Nairobi, Kenya
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Stephen Murathe

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Mrs. Catherine Mutemi

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Grace Kika

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- Human Resource Manager, Fred's Ranch and Resort
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David Kibanya

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- Tel +254722319200
- Email: david@67airporthotel.co.ke