**PHYLIS IVY KOJO**

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**DOB:** 19th October, 1995

**Nationality:** Kenyan

**Languages:** English & Swahili

**Visa Status:** Employment visa

**Marital Status:** Single

**Mobile**: +971 50 321 4642

**PERSONAL ATTRIBUTE**

# To devote and dedicate my experience, skills and professional abilities to provide flawless customer service and be a good ambassador of the brand. To be a team player in meeting organizations goals and work endlessly to excel in my profession.

# EXPERIENCE

**RESERVATION EXECUTIVE – RAFFLES DUBAI HOTEL (DEC 2019 TO DATE)**

* Understand the key principles of FRHI Pricing Strategies and Revenue Management, Retail, Corporate, Leisure, Groups and Others.
* Understand Rate Restrictions, hurdles and availabilities.
* Maximize room’s revenue through the conversion of telephone calls into sales.
* Utilize effective upselling techniques.
* Understand and take reservations to support the revenue management strategies employed by the Revenue Management leader in the hotel.
* Be fluent on all hotel products and services.
* Handle faxes and emails pertaining to rooms reservations.
* Be fully conversant with all market segments and rate plans used across all distribution channels.
* Be flexible in sales technique through offering the right product to the right customer at the right time.
* Handle customer queries and complaints relating to Rooms Reservations.
* Co-host dinners/special events with the Sales Team and be involved in client entertainment as required.
* Identify Sales opportunities through individuals, Corporate Accounts, Wholesalers and Travel Management companies.
* Responsible for effective implementation and compliance with FRHI Core Reservation Standards.
* Achieve targeted goals in the LQA Hotel Mystery Shopping calls.
* Maintain accuracy and cleanliness of the PMS Database.
* Ensure market segmentation is accurate for each reservation.
* Create hierarchies/relationships between Corporate Accounts.
* Ensure reservations meet the property standards in terms of accuracy of data and guest satisfaction.
* Complete understanding and effective execution of current and new RM tools. Includes Opera PMS/S&C.
* Be involved in all property PMS Conversions.
* Complete understand and effective use of the Hotel's telephone system.
* Maintain the Reservation correspondence.
* Support the Reservations Manager and/or Revenue Management leader with special projects as required.

**ROYAL SERVICE AGENT-FAIRMONT DUBAI HOTEL (AUG2018 TO DEC 2019)**

* Responds to all incoming calls complying with FHR standards, and transfers them to the appropriate destination.
* Takes full accountability for all internal and external guest requests, transmitting the information to the responsible department.
* Logs all requests and ensures timely follow up to ensure a seamless service experience for guests.
* Ensures all wake-up calls are accurately logged and executed.
* Ensures that all telephone extension lists are maintained and updated regularly.
* Have a full working knowledge of emergency procedures; ensuring telephones are answered whilst coordinating communication until final evacuation.
* Adheres to and promotes all Company Health & Safety policies and procedures to ensure a safe work environment.
* Handles emergency line and elevators emergency alarms, working alongside Engineering to schedule regular maintenance checks.
* Receives and distributes faxes, voice messages and written messages for guests and internal departments.
* Possesses a full command of the systems needed to deliver the Royal Service experience (necessary training will be provided).
* Maintains knowledge of all facilities, services and promotions in order to respond confidently and effectively to inquiries.
* Proactively works with other teams as part of a guest-centric community, caring for guests and colleagues alike.
* To be ambassadors, leaving lasting impressions for our guests.
* Use natural talents to connect with the guest and create a memorable experience.
* Committed to evolving our service based on regular feedback, thus ensuring consistent deliverance of a personalized guest experience.

**AT YOUR SERVICE AGENT- JW MARRIOTT HOTEL DUBAI,( AUG 2017 to AUG2018)**

* Operate telephone switchboard station in order to answer telephone calls.
* Process guest requests for wake up calls, screening calls, and other requests related to placing or receiving telephone calls.
* Advice guest of any messages (e.g., voicemail, mail, faxes) received for them, and send to room if required.
* Answer, record, and process all guest calls, requests, questions, or concerns.
* Receive, record, and relay messages accurately, completely, and legibly.
* Log all guest requests or issues into computer, contact appropriate individual or department (e.g., Bell person, Housekeeping), and follow up with guest to ensure their request has been met to their satisfaction.
* Provide information to guests about room features, property amenities, and local areas of interest. Assist guests with accessing the internet.
* Report accidents, injuries, and unsafe work conditions to manager.

**Guest Services Agent – OLE-SERENI INTERNATIONAL HOTEL NAIROBI, KENYA,** (**Feb. 2016 to May 2017)**

* Routes calls as appropriate; takes guest messages with accuracy.
* Arrange for services requested by guests liaising with other departments as appropriate.
* Review and update communication log & be updated on hotel accommodation status and keep abreast of developments in the hotel including services, area attractions, etc.
* Maximize revenue and cash flow by promoting hotel services including amenities, food and beverage outlets, etc.
* Adhere to hotel’s credit and inventory control procedures when processing guests at check in, recording special billing instructions, etc. and obtaining necessary approvals and signatures in accordance with hotel policy.

**Room Attendant – OLE-SERENI INTERNATIONAL HOTEL NAIROBI, KENYA, (Apr. 2015 to Jan. 2016**)

* Cleaning of the guest rooms to standard as assigned
* Performing very physical labor
* Answering guest requests
* Providing excellent customer service as per the standards of the Hotel
* Courteously and promptly responds to guest room requests
* Investigates all guest inquiries in a timely fashion to provide the highest possible service
* Moves heavy objects as requested
* Performs side duties as required.
* Works closely with other departments to achieve maximum guest satisfaction
* Maintains a clean, safe, hazard-free work environment at all times
* Understands the emergency procedures for the entire Hotel.
* Answering guest requests when necessary

# EDUCATION

**Business management: KENYATTA UNIVERSITY NAIROBI, KENYA**

* (Diploma – Credit 1 – May 2015 – May 2017)

**Computer Studies: Application: KCA UNIVERSITY NAIROBI, KENYA**

* (Certificate – Jan 2015 – May 2015)

**Secondary Education (O level): LWAK GIRLS HIGH SCHOOL SIAYA, KENYA**

* (Certificate – Feb. 2011 – Nov. 2014)

# SKILLS

* Enthusiastic, excellent and effective communication skills.
* Competent, compassionate and patient
* Can work under less supervision
* Good team player
* Experience of working with different groups of cultures.
* Ability to work under pressure

# ACHIEVEMENTS

* Front Desk cross training-Fairmont Dubai Hotel
* Dubai Way – JW Marriot Hotel Dubai.
* Class Representative-Business Department Kenyatta university
* Member-Kenya institute of purchasing and supplies management.

# HOBBIES / INTEREST

* Travelling
* Socializing and making new friends
* Participating in youth and community development
* Playing Table Tennis

# REFEREES

* Upon Request