



## JESSIE MACHARIA

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Dear Emirates Recruitment Team,

I am expressing my enthusiastic interest in the Emirates Cabin Crew position. With a diverse background in hospitality, customer service, and design, I am confident that my unique skills and dedication to exceptional guest experiences make me an ideal candidate for your world-renowned team.

My experience in the hotel and hospitality industry has given me a deep understanding of the art and science of guest service. I have worked across various roles, including reception, reservations, guest relations, and event coordination, consistently striving to exceed guest expectations and create memorable experiences. This has honed my ability to handle complex situations tactfully and professionally—qualities essential for Emirates cabin crew.

**Key strengths I bring to the role include:**

**Outstanding Customer Service:** I am adept at anticipating and fulfilling customer needs from diverse backgrounds, ensuring every interaction is positive and memorable.

**Teamwork:** My experience working in hospitality and agencies has strengthened my ability to collaborate with colleagues from diverse backgrounds, recognizing that teamwork is crucial to delivering Emirates' signature service.

**Problem-Solving:** I thrive in dynamic settings and am skilled at finding creative and effective solutions to challenges, ensuring the highest standards of safety and comfort are maintained.

**Technical Competence:** I am comfortable with using reservation systems, and quickly adapt to new tools that enhance the guest experience.

**Inclusive Communication:** My work with disabled individuals has enhanced my ability to communicate clearly, listen attentively, and respond sensitively to diverse needs—skills essential for an international airline serving a global clientele.

**Cultural Sensitivity and Creativity:** My background in design and branding allows me to bring a creative perspective to visual presentation and service, and my international experience has made me highly adaptable and sensitive to cultural differences.

I am inspired by Emirates' commitment to excellence and multicultural teamwork. I am eager to embrace the challenges and opportunities your brand represents on a global stage, and I am dedicated to continuous learning and professional growth.

Thank you for considering my application. I look forward to discussing how my skills and experiences align with Emirates' values and the cabin crew role.

Best regards,  
Jessie Macharia