

**ROSEMARY WANJIKU GITAU**

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**Email: rosewanjiku06@gmail.com**

Personal Profile

Purpose-driven, hardworking lady with high integrity. I have knowledge and experience in Restaurant, Sales and customer services. My goal is to be a valuable mutual asset for the company and also be able to develop my skill set further and contribute to organizational success and profitability.

Personal Information

* Date of Birth: 19th November 1994
* CPR No: 941128199
* Nationality: Kenyan
* Language: English, Kiswahili (fluent)
* Religion: Christian
* Gender: Female

**Education and Professional Qualification**

* Diploma in Hotel Management, East African Utalii College , 2013-2015.
* Certificate in Information Technology, Fourth Dimension College**,**2012-2013.
* Kenya Certificate of Secondary Education, (KCSE), St Deborah Girls High School, 2009-2012.

Core Competency.

My key competency areas include:

* Front Office operation
* Housekeeping.
* Restaurant service.
* Food Production.
* Sales and marketing.
* Sales in beauty products.
* Experience of working in a complex structure.

**Sales Associate;**

**PROFESSIONAL EXPERIENCE**

**NYX Professional Make Up. September 2017 to Date;**

**Duties & Responsibilities:**

* Demonstrating proper use of makeup and skincare products to customers.
* Updating the stores on products, promotions, and procedures as related to sales and service.
* Identify customer needs and recommend cosmetics and skincare products based on their preferences.
* Ensure proper presentation of products on shelves.
* Replenish stock as needed and inform customers on prices and special offers if there is any.
* Make follow up phone calls to customers and verify that they are satisfied by the product they purchased.
* Manage product inventory, clean arrange cosmetics counters and produce sales reports for managers.
* Identify skin types and conditions and know the best products for each one of them.

**Waitress;**

**Al Abraj Restaurant. March 2016–August 2017;**

**Duties & Responsibilities:**

* Greet and escort customers to their tables.
* Prepare tables for meals by setting up items like linens, silverware, and glassware.
* Check customers to ensure they are enjoying their meals and take action to correct any problems. Communicate with the customers to resolve complains or ensure satisfaction.
* Inform customers of daily specials.
* Present menus to the customers and answer questions about menu items and making recommendations upon request.
* Stock service areas with supplies such as linen and tableware.
* Respond efficiently to customer's questions and complaints.

**Waitress;**

**Carnivore Restaurant 2015;**

**Duties & Responsibilities:**

* Take accurate food and drink orders using the POS system and communicate order details to the kitchen staff as needed.
* Inform guests about restaurant customer loyalty programs or any other specials and promotions.
* Stay up to date on any menu changes and daily specials. Up-sell any additional product when appropriate.
* Oversaw delivery of consistent quality customer experiences in all food and beverage outlets in the hotel.

**Receptionist,**

**The African After Math Company. 2013-2014;**

**Duties & Responsibilities:**

* Receiving visitors at the front desk, greet and direct them to the appropriate person and office.
* Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.
* Receive, sort and distribute daily mail and deliveries.
* Monitor people coming and going through reception and issue visitors pass where required.
* Answering, forwarding, and screening phone calls.

**Professional Training and Certification:**

* Beauty products sales NYX Professional Makeup.

**Hobbies**

* Swimming.
* Reading.
* Traveling.

**REFEREES**

Please feel free to contact the under mentioned about my competence, work ethic and performance.

1. **Miss Sheetal Rumba.**

( Manager)

NYX Seef Mall Branch.

Tel: +973 36844991.

1. **Mr. Morshed**

Al Abraj Restaurant Supervisor

Tel: +973 39956562.