

SANDIE MWANGI

Diploma in Hospitality Management

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PERSONAL STATEMENT

I am looking to Work with a willing and leading Organization in any capacity allocated to me in the Hospitality Industry. With passionate knowledge and experience in Front Office, Housekeeping, Food and Beverage, I am confident that my skills will have a positive impact for the mutual benefit and growth of both the Institution and myself. I wish to work in a competitive and challenging environment where I will be able to put into practice these skills, I have learnt to enable me work more efficiently and effectively. I believe with the right guidance coupled with hard work, teamwork, good communication and problem-solving skills, I will be able to enhance the performance of any organization and ensure perfect results in the institution.

WORK EXPERIENCE

2021 to date: I am a vibrant entrepreneur in the fashion industry using online platforms to supply clothes and fashion accessories to my clients upon request.

2019-2020: - THE SMITH HOTELS - FRONT OFFICE OPERATIONS

Duties: -

- Welcoming the customer with a warm and enthusiastic smile

- Answering any questions and giving recommendations
- Receiving calls and giving out information about hotel or industry
- Making reservations.
- Giving directions where necessary
- Following up with all clients to make sure they are satisfied.
- Dealing hands on with client complaints before involving management.

CASUAL WORK

- Stivins entertainment: - Customer service and consultancy
- Open catering: - Carnivore grounds and Sovereign suites

2018-2019: - INTERNSHIP

Front Office Management

- Customer Service Practice
- Presentation and Communication Skills
- Time Management

Housekeeping

- Ensuring that workstation is always neat and clean.
- Making sure the rooms are clean and tidy.
- Ensure guests have all they require in their rooms.

Food production service

- Greeting customers as they arrive and showing them to their tables.
- Giving out menus and answering questions about menu items
- Making recommendations
- Taking customer's order

- Checking in on client's satisfaction
- Handing bill payment

PROFESSIONAL QUALIFICATIONS

EAST AFRICA SCHOOL OF CERTIFIED STUDIES – 2017-2019

Diploma in Hospitality Management: - Attained Vice Chairperson Certificate

Courses: -

- Front office Management
- Housekeeping
- Food and Beverage Management.

BEACON OF HOPE CENTRE 2017

Certificate in Microsoft Technology Associates

Course: -

- HTML5
- Java Script
- C++

ACADEMIC QUALIFICATIONS

BARAKA OONTOYIE SECONDARY SCHOOL – 2013-2016

Kenya Certificate of Secondary Education

THORN TREE PRIMARY SCHOOL – 2003-2012

Kenya Certificate of Primary Education

SKILLS AND COMPETENCIES

- Hardworking, disciplined and professional
- Good communication skills- English (fluent both written and spoken) and Kiswahili

- Respect for diverse cultures, flexible and adaptable to different environments.
 - Ready for challenges, ambitious, and goal oriented.
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REFEREES

Mr. Mwaura Karanja

Tel: 0799 941206

East Africa School of Certified Studies

Dancun Masika

Tel: 0720950990

Stivins Entertainment

Susan Buyela, Interswitch Kenya

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