

MERCY WAMBUI MUTEMBEI

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DOHA QATAR DOHA

SUMMARY

Working diligently enough so as to experience new challenges, practical work experience team work acquiring and applying new skills and knowledge in order to obtain a better position and success in the future. I have basic knowledge of social market research, I am responsible, reliable, diligent and a good leader. My career passion is to find opportunities where I can contribute new ideas, either in marketing or in management. I am also computer literate, keen on observation and implementation of new knowledge and ideas.

SKILLS

- Costumer Service
- Computer Literacy
- Effective Communication
- Leadership
- Adaptable and Flexible

EXPERIENCE

08/2022 - 01/2023
Accor Living Adventure(Qatar FIFA World Cup Event) | Doha, Doha
Duty Housekeeping Supervisor

- Supervise employees in the daily process of cleaning vacant and stayover guest rooms.
- Ensure all common areas are clean and represent the standards of the facilities.
- Train new employees on the duties and responsibilities of the department.
- Evaluate team member performance and adjust training based on the needs of the facilities.
- Issuance of tools and materials to employees.
- Quickly resolve guest complaints and concerns, ensuring their stay is enjoyable and they are our priority - securing return stays when guests are in the area.
- Inspect all vacant ready and cleaned rooms daily to ensure corporate standards are met or exceeded at all times, offering the best possible presentation to our guests.
- Work closely with the front desk, department executives, maintenance, and general manager to address issues and concerns.
- Overseeing staff performance on a daily basis.
- Schedule shifts and arrange for replacements in cases of absence.

01/2019 - 06/2022
Sixty Four Restaurants & Lounge | Nakuru, Nakuru Kenya
Barista

- Accepted orders from restaurant visitors in a friendly and efficient manner.
- Created beverages based on guest orders, including smoothies, shakes, coffees, teas, and fresh-squeezed juices.
- Prepared sandwiches according to customers' wishes.
- Maintained a neat and orderly workspace, kitchen area, and dining room.

02/2016 - 12/2018
Sisima Restaurant | Nakuru, Nakuru
Barista

- Serving hot and cold beverage.
- Responsible for taking customer order and payment.
- Clean and sanitize the working area, setting area and equipment and tools to get along with different type of people to be friendly

12/2014 - 01/2016
Sisima | Nakuru, Nakuru
Waitress

- Taking customer's orders.

- Serving food. Welcoming guest and giving them menus.
- Ensure cleanness is observed around the restaurant -Mopping.
- Tidying up hotel room

EDUCATION

2005
Athi River Secondary School
Kenya Certificate Of General Education
Kenya Certificate Of Secondary Education

LANGUAGES

English Language: First Language
Swahili: A1
Beginner