**Curriculum vital** 

**NAME: PENNINAH WANJIKU MACHARIA DATE OF BIRTH:** 6th Oct 1984

**MARITAL STATUS:** Married

**HEIGHT**: 5’4 ft

**PASSPORT NUMBER:** A**131670**

**LANGUAGES:** English and Swahili

**CELLPHONE:** 0505791802

**NATIONALITY:** Kenyan

**E-MAIL ADDRESS**: wanjikuninah@yahoo.co.uk

**Career Profile:**

My strengths and skills in administration can be summarized in my ability to define value propositions, build strong branding, develop integrated marketing programs, conduct market research and analysis to provide the foundation for developing and penetrate markets through targeted marketing initiatives. In addition, I have excellent skills and knowledge in creating, implementing, and overseeing communications programs that effectively describe and promote the organization and its products. I have an in-depth knowledge in customer service management, sales and margin improvement, record management and internal and external communications. My ambition is to make a continued significant contribution to a forward thinking organization that recognizes diversity and drives to business growth.

**Key Professional Skills:**

* Ability to pay attention to detail and report accurately
* Excellent customer service skills
* Strong planning and organizational skills
* Excellent presentation and communication skills
* Excellent knowledge of sales and marketing principles
* Perfect record of attaining all sales and performance objectives
* Able to exceed customer expectations with product knowledge and expertise
* Proficient in Ms office, internet and Emails

**Professional Experience:**

**February 2013- July 2016 Caribou Coffee Doha**

**Position:**

* Store in charge/Barista

**Duties**

* Maintains a clean, organized and stocked environment and when necessary assists in the ordering necessities of the store from the warehouse.
* Performs all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary.
* Establishes effective and positive communication amongst all team members.
* Assists store manager in maintaining proper coverage and team member schedules ensuring that the store maintains customer service standards and team members adhere to meal and break policy.
* Ensures all cash handling procedures are upheld. Is accountable for store funds while running a shift.
* Assists store manger and assistant manager in planning and executing all sales promotions effectively and efficiently.
* Will provide guidance and actively set an example for team members, ensuring that all Standard Operating Procedures are maintained and followed.
* Follows and directs team members to follow store policies, procedures and adhere to merchandising and cleanliness standards.
* Promotes and practices safe work habits, reporting potential safety hazards, operational inconsistencies and team member incidents to the store manager. Reports/documents team member accidents, conducts initial investigation and determinations of root cause in the interest of maintaining a safe work environment

**March 2010- Jan 2013 Fairview Hotel Nairobi (Fitness club)**

**Position Cashier**

**Duties:**

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Greet customers entering establishments.
* Maintain clean and orderly checkout areas.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.

**Dec 2008-Jan 2010 Upperhills Restaurant Nairobi**

**Position**

-Front Desk

**Duties:**

* Directs & coordinates the activities of the FO department.
* Perform the function of a link between the management & front office employees.
* Perform budgeting function.
* Plan the present & future need of resources.
* Schedules the tasks of the front office employees.
* Evaluate the job performance of front office staff & fills their appraisals
* Conduct training programs.
* Resolve guest problems quickly, efficiently & courteously.
* Reviews all reports generated by all the sections, included night auditors report.
* Ensure all SOPs (Standard Operating Procedures) are followed.

**EDUCATIONAL BACKGROUND:**

2002-2004: Kenya polytechnic university college.

Diploma in catering and accommodation technology

2007: Multiface computer training college

Computer packages

1998-2001: Gathambi girls Secondary School

Kenya Certificate of Secondary School

**REFEREES ON REQUEST**