



## ERIC MUNENE KARIUKI

Customer Service Representative

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### Summary

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To work in a challenging environment that exposes to new trends in the world of Tourism and Hospitality. Keeping skilled to face new challenges and thereby motivating to apply the skills and knowledge to attain the set goals. To work with an opportunity to imply the energy, technical and professional skill set for the benefit of the organization.

### Experience

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KIDZANIA, DOHA, QATAR.

Doha, Qatar.

CUSTOMER SERVICE REPRESENTATIVE-EDUTAINER-PLAY ATTENDANT- ESTABLISHMENT ZUPERVISOR.

08/2024 - Present

- Maintained organized and clean Establishments including materials & equipment and play areas.
- Communicated with parents or guardians about daily activities, behaviors and upcoming events.
- Sanitized high-touch surfaces to maintain clean, safe environment.
- Incorporated Firefighters, Doctors, Chefs, music and Artist activities to encourage creativity and expression.
- Supervised activities of all assigned children.
- Conducted all manners in a positive and professional manner.
- Developed and implement appropriate activities for the children.
- Assisted and worked with children in an inclusive, developmentally appropriate environment.
- Follow Policies and procedures.
- Provide a safe, fun and interactive environment to children.
- Which of your achievements match the job you're applying to?

## Experience

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### Leisure Beyond Boundaries

Doha, Qatar.

#### CUSTOMER SERVICE REPRESENTATIVE AND CASHIER.

09/2021 - 07/2024

- Handling confidential information as per Leisure Park Sop.
- Built business relationships with clients providing prompt and accurate service with jurisdiction of leisure premises.
- Proficient with cash Register Operation.
- Keep records of customer's interactions or transactions, recording details or inquiries, complaints, or comments, as well as action taken.
- Dealing with Leisure online bookings.

#### GAME MASTER. MASTER MIND ESCAPE ROOMS – VIRTUOCITY PARK. (LEISURE).

- Answering telephone and give information to callers, take messages, or transfer calls to appropriate individuals.
- Run games for corporate team building groups as well as families.
- I assisted every customer to the best of my ability, positively impacting the experience of those individuals in the majority of cases handed.
- I memorized locks codes and the objective to all nine rooms, performing acts for the rooms, reset the rooms after a group has played.
- Monitoring players through CCTV, and lastly help give clues for the puzzles their working on if they are stuck.

#### ANGRY BIRDS WORLD PARK. (LEISURE).

##### RIDE ATTENDANT.

- Maintained focus while safely operating heavy machines and mechanical and non-mechanical rides and attractions.
- Collects tickets and cash from patrons and balance them at the end of the day.
- Ensure guest safety before and during ride operation by enforcing safety procedures and performing mandatory ride functions.
- Monitor and report unsafe conditions to the manager promptly. Respond to emergencies situations effectively and report any collision and accidents to the manager in a timely manner.
- Follow device maintenance and safety procedures all the time. Provide excellent services and ensure customers satisfaction.

#### SNOW DUNES PARK. (LEISURE).

##### PARK ATTENDANT.

- Educate guests on Snow Dunes Park safety and etiquette.
- Monitor all activities within the Snow Dunes Park.
- Positive attitude; Attentive to customer safety needs.
- Advices and assist guests.
- Understand and follow all safety practices.
- I am a high achiever in my last position I won employee of the month and I always delivered outstanding Customer Service which helped increase sales.

## Education

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### Excellence Management & Training Centre

#### Facility Management Training

11/2020 - 02/2021

### University of Nairobi

#### Degree in Interior Designing

04/2016 - 12/2019

### Achievers College. Embu, Kenya. – 2016 January Windows Operating Systems, MS Office Suite Internet

#### Windows Operating Systems, MS Office Suite Internet

01/2016 - 03/2016

### St Joseph's High School. Embu, Kenya.

#### KCSE / High School Education.

02/2012 - 11/2015

### Embu Urban Primary School. Embu, Kenya.

#### KCPE / Primary Education.

01/2004 - 11/2011

## Languages

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English Native ●●●●●

Swahili Native ●●●●●

Arabic Intermediate ●●●●●

## Skills

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People person · Customer service · Money Handling · Time Management · Computer and Electronics · Complex Problem Solving · Active Listening · Learning Strategies · Critical Thinking · Positive attitude · excellent communication interpersonal and reasoning skills. · Cleaning, · Good interpersonal skills.

## Training / Courses

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Enertech. Doha, Qatar. - 2017 January Basic First Aid & CPR / First Aid Course.

Eagles Training Centre. Doha, Qatar. - 2018 July Government Training (Security Management)

## Volunteering

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AJYAL INTERNATIONAL FILM FESTIVAL (DOHA FILM INSTITUTE) KEY VOLUNTEER- DOHA, QATAR.

Key Volunteer.

11/2019 - 11/2019

- Greeting guests, providing them with information related to Ajyal film festival and its Programming.
- Assisting the team with various administrative tasks.
- Helping to pack and distribute guest bags.
- Directing the public to red carpet event and helping with crowd control.
- Setting up barriers and ensure the red-carpet area is clean and cleared.
- Helping to clear out venues after events.
- Supporting the guest Service team by dedicating administrative support to the Cars Team Who co-ordinate the guest drivers