

# MWANAHAWA CHAUSIKU SHABAN

 Doha, Qatar

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## OBJECTIVE

Versatile and service-oriented professional with a strong background in providing exceptional experiences. Skilled in creating a welcoming atmosphere, managing schedules, and ensuring efficient, safe, and reliable service in fast-paced environments. Adept at multitasking, problem-solving, and maintaining seamless operations to enhance comfort and satisfaction. Seeking to contribute my strong communication skills, attention to detail, and dedication to a dynamic team.

## SKILLS

Guest Experience & Customer Relations

Delivering exceptional guest service with professionalism and warmth

Communication & Interpersonal

Strong verbal and written communication, Active listening, Professional phone and in-person etiquette

Expertise in table management and reservation coordination, Knowledge of food and beverage service standards

Recommending menu items and specials to enhance guest experience, Implementing strategic upselling techniques to maximize revenue.

## ADDITIONAL INFORMATION

nationality~ Kenyan

gender~ Female

marital status~ Married

Qatar driving licence ~ Valid

Age ~ 1996

## INTERESTS

Traveling

Making friends

Cooking

## LANGUAGE

English

Arabic

## EXPERIENCE

### FAMILY DRIVER IN QATAR

2023 - to date

~Family driver

Responsible for safely transporting family members to various destinations such as school, work, appointments, and social events. Ensuring the vehicle is well-maintained, clean, and fueled while following all traffic laws and safety regulations. Assisting with running errands, picking up groceries, handling minor car-related tasks. In some cases, providing security and care for passengers, ensuring their comfort and well-being during travel. Confidentiality and trustworthiness.

### SAFARI PARK HOTEL & CASINO

2018 - 2022

~Waitress

Greet seat customers, provide menus, and explain specials. Accurately taking food and drink orders and communicate them to the kitchen staff. Delivering orders to tables promptly and ensure customers have everything they need. Regularly check in with diners to ensure satisfaction and address any issues. Processing transactions, providing bills, and handle cash or credit card payments. Clearing tables after customers leave, clean dining areas, and reset tables for new guests. Staying informed about menu items, ingredients, and specials to answer customer questions. Work closely with kitchen and bar staff to ensure smooth service and address customer needs.

### THE BOMA HOTEL

2016 - 2018

~Hostess

My duties includes warmly greeting and welcoming guests, managing the check-in and check-out processes, and assisting with reservation inquiries. I provide guests with information about hotel amenities, services, and local attractions, ensuring they feel informed and comfortable. I maintain an organized and welcoming front desk, lobby area, address guest requests or concerns promptly, and collaborate with other hotel staff to ensure seamless operations. Additionally, I assist with special accommodations and ensure a memorable guest experience through attention to detail and excellent customer service.

## EDUCATION

### Bondeni Primary School, Kenya

Passing Year - 2002-2010

certificate of primary education

### YMCA Secondary School, Kenya

Passing Year - 2011-2014

certificate of secondary education

### AL KHEBRA DRIVING SCHOOL, QATAR

Passing Year - from 2023

Qatar driving licence

## REFERENCE

upon request