

CHELSEA M OCHIENG

Profile

A dedicated and customer-focused professional with strong communication skills and a passion for delivering memorable guest experiences. Proven ability to enhance customer satisfaction and contribute to a high-standard service environment.

Work Experience

Customer Service / Hostess

Ali Bin Ali Group, Doha, Qatar (October 2021 – Present)

- | | |
|-------------------------------------|---|
| octo 2021
to
present | <ul style="list-style-type: none">• Greeting and seating guests, managing waiting lists, and estimating wait times.• Coordinate with the kitchen and service staff to maintain a smooth flow of operations.• Engage with guests to ensure quality service and handle reservations.• Resolve guest concerns, achieving a 95% satisfaction rating in post-visit surveys. |
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Sales Representative

LC Waikiki, Mega (February 2020 – July 2021)

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|---------------------------------|---|
| 2020 -
July
2021 | <ul style="list-style-type: none">• Delivered exceptional customer service and product recommendations.• Consistently exceeded monthly sales targets by 15%.• Executed payment transactions efficiently, ensuring accuracy.• Handled product availability checks and referred challenging cases to management. |
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SKILLS

- **Customer Service:** Skilled in creating a welcoming environment and ensuring guest satisfaction.
- **Communication:** Fluent in English and Swahili, with strong interpersonal abilities.
- **Teamwork:** Proactive team player experienced in coordinating with staff.
- **Problem Solving:** Quick thinker with a focus on resolving issues on time.
- **Technical Skills:** Proficient in First Aid, MS Office Suite, and hotel management software.



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Education

Nursing Assistant Course

Belmont Street, (January 31st 2024 – 18th January 2025)

Certificate in Hotel Management
Kenya Utalii College, Nairobi, Kenya
(2020 – 2021)

Relevant course work: Human Resources, Hotel Operations, and Financial Management

Certificate in Hotel Information Systems

Kenya Utalii College, Nairobi, Kenya (2020)

Relevant course work: Revenue Management and Customer Relationship Management (CRM), Security and Risk Management

High School Certificate

Machakos Girls High School, Machakos, Kenya
(2016 – 2019)

Language

English