**JEMMY ELIZABETH OSULA**

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**NAIROBI, KENYA**

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**CAREER OVERVIEW**

I am well trained in leadership and management. I take high priority in making customers feel valued and respected. Being a true hands-on person is a trait of mine, as well as offering assistance wherever needed, ensuring I do my best in delivering results that will contribute to the overall mission and success of an establishment.

I am looking to work in a challenging environment where I can fully utilise my knowledge and skills to promote and maintain the organisations efficiency and professionalism in achieving its objectives, as well as do my best to bring positive outcomes in all situations.

**PROFESSIONAL EXPERIENCE**

**2015-2016: COOK AT JAVA HOUSE AFRICA**

**DUTIES:**

Preparing meal orders

Ensuring production and delivery of correctly portioned, quality food to guests

Ensuring high level of hygiene in the kitchen overseeing kitchen operations

Supervising stewards

**2015: TRAINEE AT ENASHIPAI RESORT AND SPA**

**DEPARTMENTS:**

Costing and Controls, Food and Beverage Service, Front Office and Rooms

**DUTIES:**

Taking daily stock of foods and beverages at the establishment

Tabling the findings and sending to respective heads of departments

Ordering, receiving and issuing of various items

Welcoming and seating guests

Taking and serving guests’ orders

Setting up and clearing tables

Cleaning rooms

Updating and recording cleaned rooms

Receiving calls

Preparation of food items

**2014:** **CUSTOMER SERVICE AT THE GOOD FOOD COMPANY**

**DUTIES:**

Receiving customers food and beverage orders over the phone and keying them into the system

Handling guests’ complaints and queries

Simple bookkeeping

Managing cash and airtime given to delivery riders

Banking money brought in at the end of each day

**2013: TRAINEE AT UTALII HOTEL**

**DUTIES:**

Table set-up

Welcoming guests, taking their orders and serving them

Preparing for banquets/conferences

Cashier duties

**EDUCATION**

**Bachelor of Arts (Hospitality Management):** 2016, University of Nairobi in collaboration with Kenya Utalii College

**Diploma in Cultural Tourism:** 2011, University of Nairobi

**Diploma in French:** 2009, Alliance Française

**Kenya Certificate of Secondary Education:** 2008, Loreto Convent Valley Road

**KEY COMPETENCIES AND SKILLS**

Excellent written, communication, interpersonal and reporting skills

Knowledge of the Kenyan tourism and hospitality industry

Ability to work under pressure

Ability to work in a team

Ability to work independently with minimum supervision

Fast learner and adaptable

Ability to work in a multicultural environment

Efficient and organised

Attentive to detail

**LANGUAGES**

English (Fluent – reading, writing, and speaking)

Kiswahili (Fluent – reading, writing and speaking)

French (Fair – reading, writing and speaking)

Spanish (Fair – reading, writing and speaking)

**COMPUTER LITERACY AND PROFICIENCY**

MS-Office (Word, Excel, PowerPoint)

Internet

Hotel Reservation System (OPERA)

Knowledge on the use of POS tablets

**TECHNICAL TRAINING AND CONFERENCES**

Model United Nations

St. Johns Ambulance First Aid

Food Safety Policy

**LEISURE PURSUITS**

Travelling

Cooking

Socialising

Taking part in community work

Playing chess

**REFERENCES**

Mr. Peter Njoroge

Food and Beverage Controls Manager

Enashipai Resort and Spa

Mob.: (+254) 706 253 203

Ms. Susan Halwenge

Operations and Accounts Manager

Agency Africa Interactive Ltd

Mob.: (+254) 724 898 813

Mr. Lawrence K. Mbuthia

Branch Manager

Java House Africa

Mob.: (+254) 722 345 151