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Nairobi, Kenya

Education

Diploma in Advanced Cabin Crew

Eagle Aviation College

05/2023-09/2024

Certificate in Computer Packages Pn Cyber Cafe

04/2025-06/2025

Skills

Team Player

Effective Communication

Adaptability

Cultural Awareness

Problem Solving

Language

English

Kiswahili

ESTHER KIMANI

Applied Position - Cabin Crew

Profile

Enthusiastic and service-oriented Customer Service Professional with a passion for hospitality and over two years of experience in delivering exceptional guest experiences. Proven ability to remain calm under pressure, communicate effectively with diverse individuals, and handle challenging situations with professionalism and empathy

Work Experience

Smith Hotel

11/2024 -

Waitress

- Greeted and seated customers, presented menus, and provided detailed information on daily specials.
- Took accurate food and beverage orders and delivered timely service to ensure customer satisfaction.
- Managed up to 10 tables during peak hours while maintaining quality service.
- Collaborated with kitchen staff to ensure accurate and prompt order delivery.
- Handled customer complaints professionally, resulting in positive guest reviews.
- Maintained cleanliness and hygiene standards in dining and serving areas.

02/2025 -

Emeralds International School

Receptionist

- Welcomed and assisted visitors in a professional and friendly manner
- Answered phone calls and directed them to the right departments
- Managed appointment bookings and scheduling
- Maintained a clean and organized reception area
- Handled incoming and outgoing mail and deliveries
- Responded to client inquiries via phone, email, and in-person
- Recorded messages accurately and delivered them promptly

06/2025