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 estherkimani241@gmail.com

 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

**11/2024-**  
**02/2025**

### Smith Hotel

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.

**03/2025-**  
**06/2025**

### 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