

## LAVENDER AWUOR



### Contacts

Cell phone:  
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awuorlavender2001@gmail.com  
Residence: Nairobi, Kenya

### SKILLS

- ❖ Honesty and Integrity
- ❖ Excellent communication skills
- ❖ Active listening
- ❖ Excellent Customer service
- ❖ Fluent English (Verbal & written)
- ❖ Natural team player
- ❖ Calmness under pressure
- ❖ Conflict management
- ❖ Positive attitude
- ❖ Problem solving

### PERSONAL DETAILS

Date of Birth: 6<sup>th</sup> September 2001  
Gender: Female  
Height: 5:8 M

### LANGUAGES

- ✓ English - fluent
- ✓ Kiswahili – Fluent
- ✓ Luo – Native

### PROFILE

I am a self-motivated lady with a shining personality. I am enthusiastic, confident, reliable and I adjust well to new environments.

I always strive to leave a smile on the faces everyone that I encounter and this motivates me to provide excellent customer service at all times. I am looking to grow my skills and serve in a fast growing, people oriented industry.

### EXPERIENCE

#### Hotel Stewardess

##### *Border Palace Hotel*

- Polished my communication skills through interacting with customers and my colleagues.
- Worked closely with customers delivering excellent customer service.
- Learnt to exercise patience as well offering services with a genuine smile.
- Perfected my time management skills as I got to attend to a number of customers and give all of the satisfactory services

#### Receptionist

##### *Plan B Lounge*

- Welcoming customers with a warm smile
- Paying attention to details and accurately taking customers orders
- Answering phone calls in a professional and friendly manner.
- Creating a positive fast impression of the Lounge

### EDUCATION

#### Computer application

Deco Computer Impacts

#### High School Certificate

Dudi Girls Secondary School

### CERTIFICATION

Certificate in Computer application Deco Computer Impact

## REFEREES

1. Thomas Wandera  
Manager Border Palace Hotel  
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2. John Otieno  
Director Plan B Lounge  
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