

VIVIAN BOINET

CUSTOMER SERVICE AGENT



PROFILE

A Customer service professional with a demonstrated commitment to providing incredible service for the past 4 years. Strong communication skills that allow me to listen to a customer's problem and suggest acceptable solutions.

Quick decision maker with the ability to resolve customer concerns while keeping everyone satisfied able to engage with customers in a friendly, reassuring manner, while maintaining polite manner. I have developed exceptional social skills over time, able to manage all type of versatility and flexibility to meet the varied needs and expectations of the customers.

WORK EXPERIENCE

Hostess- CHILLIS RESTAURANTS DFC- UAE (January 2023- December2023)

Responsibilities:

- Welcome guests to the venue
- Provide accurate wait times and monitor waiting lists
- Manage reservations
- Escort customers to assigned dining or bar areas
- Provide menus and announce Waiter/Waitress's name
- Greet customers upon their departure
- Coordinate with wait staff about available seating options
- Maintain a clean reception area
- Cater to guests who require extra attention (e.g., children, elderly)

Hostess (part time)- FAMOUS DAVES AMERICA RESTAURANT -UAE (June 2022- December2022)

Responsibilities:

- Greet guests as they arrive at the restaurant and escort them to their tables
- Manage the waiting list and estimate wait times for guests
- Answer phone calls and make reservations
- Assist guests with menu recommendations and provide information about the restaurant
- Coordinate with servers, bussers, and kitchen staff to ensure smooth service
- Handle guest complaints and resolve issues in a timely and professional manner
- Maintain a clean and organized hostess stand and lobby area
- Assist with other tasks as needed, such as taking to-go orders or processing payments

CONTACT

PHONE: +971558879745

EMAIL: yivianboine96@gmail.com

Visa status: Visit visa

Passport no:

Sex: Female

Nationality: Kenyan

Date of birth: 11-01-1996

Languages: English/Kiswahili

EDUCATION

Bachelor of Agricultural Economics-
Laikipia University 2016 – 2020

Kenya Certificate of Secondary-
Education-Kapkitony Girls High School,

SKILLS

- Problem Solver
- Hands-on experience with airport customer service activities
- Flexibility to work various shifts
- Excellent communication skills
- Multi - tasking
- Time Management
- Self-Motivated
- Organizational skills
- Leadership
- Computer skills

CUSTOMER SERVICE ASSISTANT(Internship) – Kenya

Airlines-Kenya

January 2019 to January 2022

Responsibilities:

- Provide a warm welcome service to the passengers at Check in, and at other customer service touch points.
- Ensure passenger baggage is processed for the correct flights in accordance with established procedures.
- Verify passengers travel documents and approve /disapprove travel in accordance with the airlines, immigration and security requirement
- Doing special Services for different passengers according to their payments like Meet and Assist, Quick Exit
- Ensuring All passengers have boarded in time and no flight will delay
- Greeting and welcoming passengers on arrival
- Assisting guests to their departing gates
- Assist passengers with tagging luggage and baggage at check in.
- Answered inquiries about flight schedules and fares
- Coming up with solutions in case of any complains raised by the passengers.
- Enhanced passenger service to both arriving and departing.
- Handling ticket reservation, cancelations, alternations and informing customers when a flight has been delayed or cancelled.
- Maintained a well-groomed appearance and a polite manner

DECLARATION

I certify that the above information is true and correct to the best of my knowledge ability, if given the chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.