

GRACE NTHENYA,

Email: gracethenya509@gmail.com.

P.O BOX 6372-00200,

NAIROBI,

16th Sept 2025.

To

HUMAN RESOURCE DEPARTMENT

Company / recruiting team,

P.O BOX

Dear Sir/Madam,

REF: APPLICATION FOR CUSTOMER SERVICE POSITION.

I am writing to express my strong interest in the customer service position, with my strong passion for learning skills and excellent customer service skills. I am confident I will be a valuable addition to your team.

Having completed my diploma in cabin crew, first aid, French, German and swimming certification. I have gained valuable knowledge and skills in customer service, communication, problem solving, team work, cultural awareness, adaptability and multi-tasking that make ideal for this role. I also had an opportunity to grow my skills at Fahari Hotel for three years where I was awarded as the best employee of the year, collaborated with a team of 12 colleague's hence achieving 50% exceptional customer satisfaction and feedback. Streamlined solution that reduced 30% conflict resolution improving client relationship, management, retention and customer complains.

Please review my attached resume to learn more about my qualification. Thank you for your time and consideration for customer service position . I look forward to hearing from you.

Kindly contact me via: Email or +254736128210

Best regards,

Grace Nthenya.

GRACE NTHENYA



gracethenya509@gmail.com

+254736128210

PROFESSIONAL SUMMARY

Enthusiastic and adaptable professionally with a solid foundation in hospitality and customer service with 2 years of experience, skilled in delivering exceptional service, problem solving skills, cultural awareness and managing high pressure situation and adhering to safety protocols. Multilingual in German, French, Swahili and English. Passionate about ensuring guest satisfaction and working collaborating in diverse environments.

SKILLS

Excellent customer service and

Conflict resolution

Multilingual communication

Cultural awareness

Safety and first aid procedures

Stress management Team

collaboration

Adaptability and multitasking

Multitasking

INTERESTS

Community service

Public speaking

Learning languages

Cooking

Reading

Photography

LANGUAGES

German

French

EXPERIENCE

Customer service representative

Dec;2021 - August 2022

Fahari Hotel

Provided exceptional customer service to an average of 50 guests per shift, ensuring a positive dining experience.

Resolved customer complaints with empathy and professionalism, achieving 90% customer satisfaction rating.

Collaborated with a team of 12 staff to maintain a clean and welcoming environment.

Adapted to sudden changes taking more than 20+ unexpected food and drinks for extra hours

Streamlined solution that's reduce conflict resolution improving client relationship management retention and customer complaints.

Coordinated with other colleagues to provide enjoyable meals resulting o increase in repeat customers by 30%

Scored 100% on menu knowledge and customer service list

Collaborating with the management team to ensure a smooth flow of client operations from start to finish

Provided personalized assistance to customers with mobility issues ensuring 95% of their comfort and safety

EDUCATION

Diploma in airline cabin crew Kenya

aeronautical college

Certificate in foreign language Kenya

institute of foreign languages

Kenya certificate of secondary education Kanaani

girls high school

Certificate of first aid

Kenya aeronautical college

STRENGTHS

Public speaking

Punctuality

Team leadership

ACHIEVEMENTS & AWARDS

Awarded best employee of the month for demonstrating excellent teamwork and problem -solving skills

Handled customer questions and complaints hence achieving a resolution rate of 95% recognition hence resulting to increase in revenue.

Answered all customers questions hence achieving 50% exceptional customer service

REFERENCE

Nicole Gwaka - Kenya aeronautical college Instructor

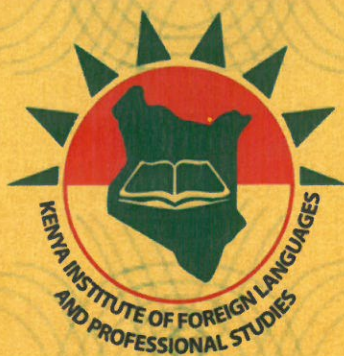
nicolegwaka70@gmail.com

Lucia Mueni - Fahari Hotel Manager

+254728966394

Admission No
KIF/GER/061/24

Certificate No.
04/25



Knowledge is Light

CERTIFICATE

in

GERMAN BASIC 1 (A1)

awarded to

GRACE NTHENYA MUENI

*who has completed the above course to the
satisfaction of the examiner having attained*

EXCELLENT

Director

Dean of Studies

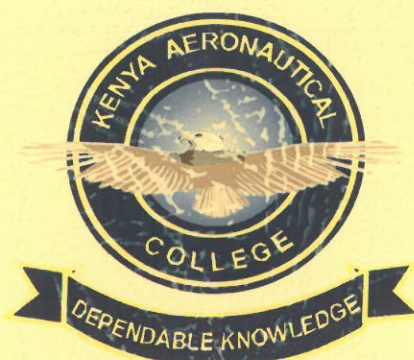


Head of Department

10th March 2025

Date of Issue

KENYA AERONAUTICAL COLLEGE EXAMINATIONS BOARD

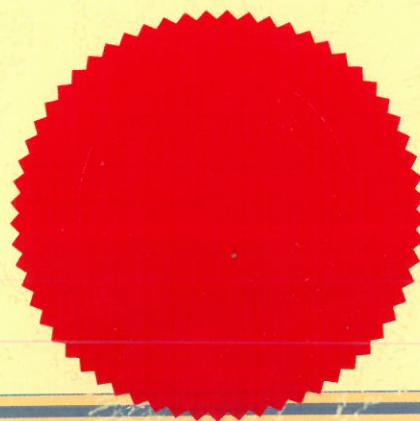


CERTIFICAT DE LA LANGUE FRANÇAISE

Ceci est pour certifier que
Mademoiselle GRACE NTHENYA
a satisfait aux examens avec la mention
PASSABLE
après a passé son examen final niveau
Intermédiaire Le Marci 2025

DIRECTEUR

Date délivré: Le 30 Juin 2025



KENYA AERONAUTICAL COLLEGE EXAMINATIONS BOARD



AIRCRAFT OPERATIONS EXAMINATION

Diploma

IN CABIN CREW

ADM NO: KAC/CC/892/24S

NAME: GRACE NTHENYA

This is to certify that the candidate named above; sat for the Diploma course in Cabin Crew, and achieved an aggregate of **[PASS]**

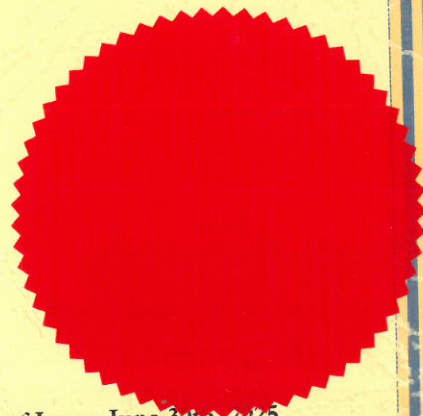
UNITS COVERED

- CATERING
- INFLIGHT SERVICE
- CREW RESOURCE MANAGEMENT
- DANGEROUS GOODS
- AVIATION SECURITY
- PROFESSIONAL DEVELOPMENT
- EMERGENCIES
- FUNDAMENTALS OF AIR TRANSPORT
- ENTREPRENEURSHIP EDUCATION

March 2025 Series

DIRECTOR

Date of Issue: June 30th, 2025



KENYA AERONAUTICAL COLLEGE

KAC BUILDING - WILSON AIRPORT

P.O. BOX 6372-00200 CITY SQUARE
NAIROBI, KENYA.

TEL: 254-02-604559/2132045
E-mail: info@kac.co.ke



ACADEMIC TRANSCRIPT

STUDENT NAME: **GRACE NTHENYA**

ADM NO: **KAC/CC/892/24S**

FINAL TRANSCRIPT

COURSE TITLE: **CABIN CREW**

SUB CODE	SUBJECT	Course Work	END TERM	Total	Grade
		Out of 40%	Out of 60%	Out of 100%	
CC11	FIRST AID	31	54	85	PASS

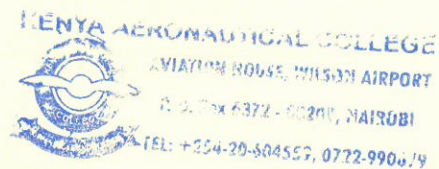
TOTAL LESSONS MISSED:

NIL

DATE:

30th June, 2025

DIRECTOR



Grade System:	Distinction	Credit	Pass	Refer
Cabin Crew	90-100		70-89	0-69
Entrepreneurship Education	80-100	70-79	60-69	0-59
French	80-100	70-79	60-69	0-59



KENYA AERONAUTICAL COLLEGE

KAC BUILDING - WILSON AIRPORT

P.O BOX 6372-00200 CITY SQUARE
NAIROBI-KENYA
E-mail: info@kac.co.ke

TEL: 254-020-6004559/2132045
MOBILE: 0708 374257
Website: www.kac.co.ke

OUR REF: KAC/ATT/04/014

June 30th, 2025

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

RE: RECOMMENDATION FOR GRACE NTHENYA

We are a training institute based at Wilson Airport offering Diploma and Certificate level courses in Aeronautical Engineering – (Airframe, Power Plant), Avionics Option, Diploma in Electrical Engineering, Diploma in Flight Operations and Dispatch, Dangerous Goods Regulations and Cabin Crew among others.

Kenya Aeronautical College is an institution registered by the government of Kenya accredited by Kenya National Examination Council (KNEC), Commission for University Education (CUE), we are collaborating with Jomo Kenyatta University of Agriculture and Technology and Shenyang Aerospace University in China, to train aerospace degree.

The above mentioned completed a Diploma course in Cabin Crew in 1st April, 2025. She has expressed keen interest in aviation industry.

For the time she has been with us she has proved to be disciplined and hardworking. She has covered the following units; *Cabin Crew Healthy/Living /Lifestyle, Introduction to Aviation Industry, Introduction to Aircraft & Aviation Familiarisation, Crew Member Co-ordination & Communication, Customer Service, Managing Passenger Interaction, Safety & Emergency Procedure, Medical Emergencies & Medical Training, and Introduction to DRG, Aviation Security, Introduction Airline Catering and Food Service.*

It is our aim to produce highly qualified and efficient aircraft personnel, she is ready to undergo the field experience and its challenges since this will greatly assist in attaining this goal.

Any assistance accorded to her will be greatly appreciated. Thank you in advance.

Yours faithfully,


SAMSON AKETCH
DIRECTOR

KENYA AERONAUTICAL COLLEGE
AVIATION HOUSE, WILSON AIRPORT
P.O. Box 6372 - 00200, NAIROBI
TEL: +254-20-604559, 0722-990679

KENYA AERONAUTICAL COLLEGE

KAC BUILDING - WILSON AIRPORT

P.O. BOX. 6372-00200 CITY SQUARE
NAIROBI, KENYA.

TEL: 254-02-604559/2132045
E-mail: info@kac.co.ke



ACADEMIC TRANSCRIPT

STUDENT NAME: **GRACE NTHENYA**

ADM NO: **KAC/CC/892/24S**

FINAL TRANSCRIPT

COURSE TITLE: **CABIN CREW**

SUB CODE	SUBJECT	Course Work	END TERM	Total	Grade
		Out of 40%	Out of 60%	Out of 100%	
CC1	CATERING	22	49	71	PASS
CC2	SERVICE	33	47	80	PASS
CC3	CREW RESOURCE MANAGEMENT	36	47	83	PASS
CC4	DANGEROUS GOODS	35	47	82	PASS
CC5	AVIATION SECURITY	39	55	94	DISTIN
CC6	PROFESSIONAL DEVELOPMENT	32	49	81	PASS
CC7	EMERGENCIES	37	52	89	PASS
CC8	FUNDAMENTALS OF AIR TRANSPORT	36	49	85	PASS
CC9	FRENCH	24	36	60	PASS
CC10	ENTREPRENEURSHIP	36	58	94	DISTIN

TOTAL LESSONS MISSED: **NIL**

DATE: **30th June 2025**

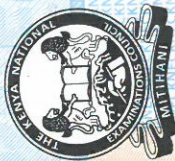
DIRECTOR

KENYA AERONAUTICAL COLLEGE
AVIATION HOUSE, WILSON AIRPORT
P.O. Box 6372, 00200, NAIROBI
TEL: +254-20-604559, 0722-990679

Grade System:	Distinction	Credit	Pass	Refer
Cabin Crew	90-100		70-89	0-69
Entrepreneurship Education	80-100	70-79	60-69	0-59
French	80-100	70-79	60-69	0-59

Official Remarks **QUALIFIED FOR AWARD OF DIPLOMA IN CABIN CREW**

This result slip is not a certificate. The Kenya National Examinations Council reserves the right to correct the information given on result slips which will be confirmed by issue of certificates (See overleaf)



KNEC

THE KENYA NATIONAL EXAMINATIONS COUNCIL

EXAMINATION FOR THE KENYA CERTIFICATE OF SECONDARY EDUCATION RESULT SLIP

K.C.S.E



KANAANI HIGH SCHOOL

12330138

12330138/084 MUENI GRACE NTHENYA

12330138/084 *F2* 2022

SUBJECTS

- 101 ENGLISH
- 102 KISWAHILI
- 121 MATHEMATICS
- 231 BIOLOGY
- 233 CHEMISTRY
- 311 HISTORY AND GOVERNMENT
- 313 CHRISTIAN RELIGIOUS EDUCATION
- 443 AGRICULTURE

GRADES

- D+ (PLUS)
- C (PLAIN)
- E
- D (PLAIN)
- B- (MINUS)
- B- (MINUS)
- B- (MINUS)

SUBJECTS RECORDED *EIGHT*

*MEAN GRADE C- (MINUS)

** AGP = 33

SUBJECTS DONE *EIGHT*

DATE PRINTED: 230126



K.C.S.E 5565185