

JAEL

Professional Statement

Customer-focused front desk professional with experience in hospitality, guest services, and administrative support. I am skilled in managing reservations, handling inquiries, and ensuring smooth operations. Adept at multitasking, problem-solving, and maintaining a professional and welcoming environment. Seeking to contribute to a dynamic team by enhancing guest experiences and operational efficiency.

Experience

RECEPTIONIST | JIDAH HOTEL | NAIROBI

01/2021 - 11/2022

- Assisted guests with check-ins, check-outs, and room reservations.
- Handled phone inquiries, emails, and guest correspondence professionally.
- Resolved customer concerns promptly, ensuring a positive guest experience.
- Maintained accurate guest records and processed payments efficiently.
- Provided local recommendations and support to enhance guest stays.

BUTCHER| KENYA MEAT COMMISSION | NAIROBI 06/2022 - 08/2022

- Assisted in various departments, including offloading, weighing, and livestock inspection.
- Supported halal slaughtering, meat cutting, and packaging while following food safety standards.
- Helped maintain workplace hygiene and assisted in post-processing cleanup.

Education

BARISTAPRO | NAIROBI

04/2024 - 05/2024

• Certificate

Key Skills & Abilities

LANGUAGES SPOKEN

- English Fluent
- Swahili- Native

LEADERSHIP

• Team Captain

HOBBIES/INTERESTS

- Travel
- Reading
- Volunteering and community involvement
- Tech-related hobbies
- Nature walk