

PHOEBE

KENYA

Professional Statement

I am a dedicated front office agent with over 5 years of experience in providing exceptional customer service and administrative support. I excel in managing office operations, handling inquiries, and coordinating appointments. Seeking a dynamic role where I can utilize my skills to contribute to a positive and efficient work environment

Experience

Lake Elementaita Mountain Lodge | Nakuru , Kenya |Front Office Supervisor Dec 2023 – To date

Duties:

- Supervise front desk staff and ensure that they provide excellent customer service
- Respond to guests' inquiries and requests in a timely and professional manner
- Monitor daily operations of the front desk, including check-ins, check-outs, and guest requests
- Manage reservations and room availability
- Ensure accuracy of billing and payment processes
- Monitor and review guest feedback
- Resolve customer complaints
- Train and coach front desk staff
- Monitor staff performance and provide feedback
- Maintain a clean and organized front desk area

Accor Hotels-Al Wakra | Qatar | Receptionist Oct 2022 – Jan 2023

Duties:

- Greeted and assisted visitors in a professional and friendly manner, providing information and directing them to appropriate personnel.
- Managed a high volume of incoming calls, transferring to the appropriate department and taking messages as needed.
- Scheduled appointments and maintained calendars for multiple staff members, ensuring efficient coordination of meetings and events.
- Handled administrative tasks such as filing, copying, and data entry with accuracy and attention to detail.

Park View Safari Hotel ▪ Kisumu ▪ Kenya |Receptionist/Guest Relations Jan 2019 – Sep 2022

- Greeted and welcomed guests in a professional and courteous manner, ensuring a positive first impression of the company
- Managed a high volume of phone calls and directed them to the appropriate department or individual, demonstrating strong communication skills
- Coordinated scheduling and appointments for clients, optimizing efficiency and organization in a fast-paced office environment
- Assisted with administrative tasks such as filing, data entry, and maintaining office supplies to support smooth operations of the front desk area

Education

University of Kabianga ▪ Kericho ▪ Kenya

Hotel and Hospitality management Sept 2012 – Nove 2016

Key Skills & Abilities

Languages Spoken:- English And Swahili
Skills

- Customer service and problem-solving skills
- Computer skills
- Communication skills
- Team player

Hobbies/Interests

Music and reading