

# VALLARY

## KENYA

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### Professional Statement

I am a passionate result-oriented professional with experience in Customer Service, Guest Experience and Administration processes. Through cross-functional and multicultural work experience, I have shown ability to communicate effectively either written or verbally, engage with guests and clients, manage time, schedules, and tasks. Proven organizational skills, attention to detail and multitasking skills.

I am committed to providing exceptional guest service by ensuring a warm, welcoming environment and efficiently managing all front desk operations. My goal is to create a positive first impression, address guest inquiries with professionalism and care, and facilitate a seamless stay experience. I am attentive to detail, organized, and proficient in handling reservations, check-ins, check-outs, and guest requests, always striving to uphold the highest standards of hospitality and guest satisfaction.

### Work Experience

#### **OKASH CITY BOUTIQUE HOTEL - RECEPTIONIST - SEP 2024 – ONGOING**

- Warmly welcoming in the guests and directing them to the respective areas
- Checking in and checking out guests smoothly
- Providing key cards, signing of the registration card and briefing them on the hotel's working hours, Food and Beverage, outlets and hotel amenities in an efficient and professional manner
- Processing bookings, changes and cancellations of reservation requests through email or phone. This also includes room allocation or room upgrade as per guest request
- Receiving deposits, discounts, down payment or any other form of billing either during reservation, upon arrival or checking out
- Assisting with in the areas of the concierge, Bell Staff and lobby coverage when in full capacity
- Keep updated records of bookings and guest details using the hotel management system
- Providing accurate information about hotel amenities and services
- Maintaining a clean and organized front desk area

#### **BOMA INTERNATIONAL HOSPITALITY COLLEGE - FRONT OFFICE ASSISTANT AND ADMINISTRATOR JUN 2022- JAN 2024**

- Managing correspondence between students and external parties via email or phone calls. This also included channeling information, such as inquiries including and not limited to walk-in clients to respective departments.

- Raising and following up on purchase requisitions on behalf of departments with the procurement office and generating weekly reports per department across the organization
- Maintaining a clean organized front desk area and ensuring a professional and friendly atmosphere. Coordination and scheduling appointments for clients, customers, or staff members. Engage in and support administrative duties linked to Human Resource, Legal and Finance departments.
- Record keeping, receiving, managing, sorting and storing student records, letters, and parcels both manually and digitally to ensure accuracy and transparency in an organization

#### **BIHC AUGUST - ASSISTANT SCHOOL REGISTRAR 2021-JUN 2022**

- Maintaining student's hard and soft copies records data that is included in allocating classes and exams that meet the academic sphere of the institution
- Responsible for transparency between lecturers and students in submission of exams, class registration and attendance of each student and working closely with lectures in preparation of exams and class timetables
- Accurately maintains information related to student enrollment, deferment and graduation as applicable. Maintains confidential student files and records related to grades and test results. Maintain current knowledge of legal requirements for protecting student information.
- Other clerical duties include printing exams, transcripts, graduation certificates and lecture class attendance forms

### **Education**

#### **BOMA INTERNATIONAL HOSPITALITY COLLEGE**

Certificate - Front Desk Management and Operation

**JAN -DEC 2024**

#### **UNITED AFRICAN COLLEGE**

Diploma

Secretarial Studies

**MAY 2015- JAN 2017**

### **Key Skills & Abilities**

#### **Language Spoken**

- English
- Swahili

#### **Hobbies/Interests**

- Networking Events, Planning or Meetups
- Photography
- Volunteering