

DAISY

KENYA

Professional Statement

I am a passionate hotel professional dedicated to delivering exceptional service and creating memorable experiences for our guests. With a strong commitment to hospitality excellence, I strive to ensure each guest's needs are met with professionalism, warmth, and personalized attention. My goal is to foster a welcoming environment, address guest inquiries promptly, and resolve any concerns efficiently, thereby enhancing guest satisfaction and loyalty. Through attentive service and a positive attitude, I aim to contribute to the overall reputation and success of the hotel.

Experience

GUEST REALTION OFFICER | PREMIUM INN HOTEL | MOMBASA | NOV 2025 – CURRENT

Key responsibilities:

- Liaising with other hotel departments, such as housekeeping, food and beverage and concierge to fulfill guest requests
- Handling specials requests and arranging services for Vip s to provide more personalized experience
- Replying to all the guest reviews on websites, booking.com and trip advisors

GUEST RELATION OFFICER| PRIDE INN PARADISE BEACH RESORT AND SPA | MOMBASA DEC 2023 – OCT 2025

Responsibilities:

- Greeted clients and set positive atmosphere
- Assisted guests with the check in and check out processes
- Addressed and resolved guest inquires, complaints and issues to ensure satisfaction.
- Liaised with other hotel departments, such as housekeeping, food and beverage, and concierge to fulfill guest request
- Handled specials requests and arranged services for VIPS to provide more personalized experience

FOOD & BEVERAGE SERVICE | SAROVA WHITESANDS BEACH RESORT AND SPA| MOMBASA FEB – NOV 2023

- Maintained cleanliness of service areas and perform hosting
- Warmly greeted and sat guests and presented menus
- Answered guests' questions about menu items and specials
- Took food and beverage orders accurately and communicated them to the kitchen and bar

- Handled reservation and prepared for restaurant service

INTERN|TAITA HILLS AND SALTICK LODGES| MOMBASA | MAY – JUL 2022

- Assisted checking in guests and checking them out and providing the required hotel information
- Assisted in restaurant, bar, or room service operations as needed
- Assisted in organizing and coordinating events, conferences, or special functions hosted at the hotel
- Helped to manage booking systems, update guest information, and confirm reservations
- Assisted with room inspections, cleanliness checks, and guest requests related to housekeeping

Education

CASCADE INSTITUTE OF HOSPITALITY| THIKA |
Diploma in Hospitality Management

MAY 2020 – NOV 2023

ST TERESA GIRLS HIGH SCHOOL |
Higher Secondary School Certificate (KCSE)

2016 – 2019

Key Skills & Abilities

Languages Spoken: English

Skills:

- Customer service skills
- Communication and interpersonal skills
- Time management and attentive to details

Leadership

Class captain in high school for 2 years

Hobbies/Interests

- Hiking
- Swimming
- Dancing