

# BRENDA

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## KENYA

### Professional Statement

A Front office and guest relations professional with strong experience in reception, concierge-style support, and service excellence within luxury hotel environments. I have worked across front office, events, and guest-facing operations, giving me a well-rounded understanding of the guest journey from arrival to departure. I am warm, well-presented, and attentive to detail, with a calm and professional approach under pressure. I am passionate about creating welcoming first impressions, resolving guest concerns efficiently, and upholding brand standards. I am proficient in Opera PMS, Opera Cloud, and Opera Catering, with working knowledge of Microsoft Excel and PowerPoint, and I am seeking a front office role where guest experience and service quality are the priority. I am proficient in Opera Catering, Opera PMS, and Opera Cloud, with practical working knowledge of Microsoft Excel and PowerPoint. My career goal is to continue growing in hospitality operations and events management within a high-performing, guest-focused organization

### Experience

#### **MEETINGS AND EVENTS EXECUTIVE | NAIROBI SERENA HOTEL | KENYA APR 2023- JAN 2026**

- Managed meetings, conferences, events, and group accommodation inquiries
- Served as the key point of contact for clients from inquiry to event completion
- Prepared proposals, quotations, and contracts based on client requirements
- Conducted site inspections and hotel show rounds
- Prepared and distributed banquet event orders to all departments
- Coordinated closely with banquets, kitchen, front office, and finance teams
- Monitored event execution to ensure guest expectations are met
- Handled guest feedback and concerns professionally during and after events
- Maintained event schedules, forecasts, and follow-up reports

#### **CUSTOMER SERVICE RECEPTION | THE LIVING ADVENTURE – WORLD CUP QATAR (MANAGED BY ACCOR) SEP – DEC 2022**

- Handled guest check-in and check-out procedures
- Responded to guest inquiries and resolved complaints courteously
- Verified reservations and identification documents
- Maintained front office orderliness and presentation standards
- Updated arrival and departure lists in the hotel system
- Participated in daily briefings and shift handovers

## **GUEST SERVICES ASSISTANT | BLUE BAY REACH RESORT | ZANZIBAR TANZANIA MAR - SEPT 2021**

- Supported guest relations across the resort with a strong focus on front-of-house service
- Assisted guests with check-in support, directions, service requests, and general inquiries
- Acted as a visible guest contact in public areas, ensuring a warm and professional presence
- Handled guest feedback and supported service recovery in coordination with supervisors
- Assisted in coordinating guest experiences, private functions, and VIP arrangements
- Supported daily operations to ensure smooth guest flow and satisfaction
- Supported guest relations across resort outlets with a strong focus on personalized service
- Assisted guests with directions, service requests, and general inquiries
- Handled guest feedback and supported service recovery initiatives
- Assisted in coordinating private events and guest experiences
- Supported daily operations to ensure smooth guest flow and satisfaction

## **EVENTS AND FRONT OFFICE MANAGEMENT TRAINEE | KENYA UTALII HOTEL | NAIROBI - MAY 2019-JUN 2020**

- Supervised service teams while maintaining high guest service standards
- Served as a liaison between guests and operations during events
- Handled VIP guests and special requests professionally
- Conducted client show rounds and assisted with event coordination

## **HOTEL MANAGEMENT INTERN | CITY LODGE HOTEL TWO RIVERS | KENYA - MAY – AUG 2018**

- Rotated through front office, housekeeping, food and beverage departments
- Assisted with reception duties, guest inquiries and reservations
- Supported guest relations and service delivery during peak hours

## **Education & Certification**

Certificate In Transformational Leadership KENYA UTALII COLLEGE JUL 2025

Certificate In Digital Customer Service | GENERATION KENYA SEP - DEC 2022

Diploma In Hotel Management | KENYA UTALII COLLEGE 2015-2016

Diploma Certificate in Hotel Management

Kenya Certificate Of Secondary School Education | EMBAKASI GIRLS SECONDARY SCHOOL 2011 – 2014

## **Key Skills & Abilities**

- Guest relations and service recovery
- Front office operations
- Event coordination and banqueting
- Client communication and relationship management
- Team coordination and cross-department collaboration
- Complaint handling and service excellence

## **LANGUAGES SPOKEN**

English

## **LEADERSHIP**

- Supervised service teams during banqueting operations
- Conducted daily briefings and coordinated staff duties

## **HOBBIES/INTERESTS**

- Event planning and hospitality trends
- Customer experience improvement