

Angela Hera Josiah

KENYA

Professional Statement

I am a result-driven Front Office Supervisor with years of progressive experience in hospitality operations, specializing in front desk management, guest relations, and revenue optimization. I enjoy the fast-paced nature of hospitality and pride myself on being organized, professional and guest-focused. I am now looking to bring my experience in operational efficiency to a new team where I can help drive excellent guest experiences. It is about anticipating a guest's needs before they have to ask.

Whether it's ensuring their rooms are ready or providing local travel tips, it's about making them feel home away from home. I have always had a passion to work in the hospitality industry. I enjoy engaging and interacting with different people from all over the world. I have spent years on the ground as a supervisor and I enjoy working with and building high-performing teams and running smooth operations. Long-term, I want to grow into a key operational leader that works well with her team while maintaining an elite guest experience. Based on my track record my career goal is to transition into a front office operations role where I can have a direct impact on the company's success.

Experience

FRONT OFFICE SUPERVISOR | PANAROMA PARK HOTEL | NAIVASHA | AUG 2023 – JUL 2025

Responsible for overseeing front office operations, ensuring efficient guest service delivery, optimal room management, and smooth coordination of staff activities.

- Streamlined front office operations, improving check-in and check-out efficiency and enhancing overall guest flow and satisfaction.
- Led, trained, and mentored front office staff, strengthening team performance, service consistency, and operational efficiency.
- Optimized room allocation and reservation management, maximizing occupancy levels while minimizing booking errors and overbooking risks.
- Enhanced guest experience by resolving escalated complaints professionally, increasing customer satisfaction, and increasing repeat guest potential.
- Strengthened interdepartmental coordination with housekeeping and maintenance, ensuring timely room readiness and seamless guest transitions.
- Improved accuracy in billing and cashiering processes, reducing discrepancies and ensuring compliance with financial procedures.
- Analyzed occupancy, revenue, and guest feedback data to identify trends and support informed decision-making by management.
- Maintained high service standards and compliance with hotel policies, contributing to a professional and guest-friendly environment.

- Implemented effective shift coordination and task delegation, ensuring continuous front desk coverage and operational consistency.

FRONT OFFICE SUPERVISOR | THE OLE-KEN HOTEL | NAKURU | KENYA | JAN 2020 – JUL 2023

Oversaw and coordinated front office operations to ensure efficient guest service delivery, optimal room management, and a consistently high standard of customer satisfaction.

- Enhanced front office efficiency by streamlining check-in and check-out processes, improving guest flow and service delivery.
- Built and led a high-performing front desk team through training and mentorship, improving service consistency and professionalism.
- Strengthened guest satisfaction by proactively resolving escalated complaints, increasing positive guest experiences and loyalty.
- Optimized room occupancy and revenue through strategic reservation management and accurate room allocation.
- Improved cross-departmental collaboration with housekeeping, maintenance, and security, ensuring seamless and uninterrupted guest experiences.
- Increased financial accuracy by rigorously reviewing billing, payments, and transactions, reducing discrepancies and ensuring compliance.
- Delivered data-driven insights through detailed reporting on occupancy, revenue, and guest feedback to support management decisions.
- Maintained strict compliance with operational policies and safety standards, fostering a professional and well-organized front office environment.

RECEPTIONIST | RUSINGA BLUE RIDGE HOTEL | RUSINGA | JAN 2017 – JULY 2023

Responsible for ensuring seamless guest experiences through efficient front desk operations, professional communication, and exceptional customer service.

- Delivered exceptional first impressions by managing efficient and professional guest check-ins and check-outs.
- Managed reservations and room allocations accurately, ensuring optimal occupancy and smooth front desk operations.
- Enhanced customer satisfaction by responding promptly to inquiries and resolving guest concerns effectively.
- Strengthened service delivery through effective coordination with housekeeping and maintenance teams for timely room readiness.
- Ensured billing accuracy and financial accountability by processing payments and maintaining error-free guest records.
- Maintained a consistently organized and welcoming front office environment aligned with hospitality standards.
- Elevated guest experience by providing concierge services, including travel arrangements and local recommendations.

Education

KENYA UTALII COLLEGE | NAIROBI | KENYA | SEP 2013 – JUL 2016

- Diploma in Hospitality Management Course

KENYA UTALII COLLEGE | NAIROBI | KENYA | MAY – JUL 2014

- Certificate in Banqueting Techniques Course

Key Skills & Abilities

Languages Spoken

- English and Kiswahili

Leadership: - Front Office Supervisor

- Attention to details
- Communication skills
- Customer service skills
- Interpersonal skills
- Collaborative
- Adaptable

Hobbies/Interests

- Sports/ outdoor activities
- Music
- Dancing