

ANNE

KENYA

Professional Statement

I am a hospitality professional who specializes in the Art of ensuring that front office operations run smoothly. I am a person who loves serving people, travel and adventure, I am also a very keen and organized individual, I pride myself in being reliable and dedicated to my work. My strengths amongst other qualities are my ability to communicate effectively and working together with a team to ensure 100% customer satisfaction.

I am a diverse individual able to adapt easily to any situation including high pressure environs. Guest relations and problem resolutions are one of my specialties as I offer quick and effective solutions all while being able to maintain a calm environment.

My career goals is definitely growth in anything I pursue. I would like to use my background in front office administration to ensure guests have a flawless experience from check-in to check-out. I am highly motivated by international hospitality standards and as I prove my value, my long-term goal is to transition into supervisory and front office management roles where I can take on more operational leadership and help training incoming teams.

Work Experience

FRONT OFFICE ADMIN| RUSINGA ISLAND LODGE | MBITA | 2023-2025

- Lead front desk operations and ensure consistent five-star guest experiences.
- Supervise and motivate front office staff to maintain top service standards.
- Resolve guest concerns promptly and coordinate with other departments for smooth operations.
- Review performance and feedback to continuously improve service delivery.

FRONT DESK OFFICER | SOPA LODGE RESORT | LAKE NAIVASHA | 2020 - 2023

- Delivered professional guest service and managed daily front office activities.
- Handled reservations, billing, and guest records with accuracy and efficiency.
- Supported training of new staff and assisted in coordinating VIP stays and events.
- Maintained calm, courteous service in a fast-paced resort environment.

RECEPTIONIST | MILLSVIEW HOTEL | KISUMU | KENYA | 2017 - 2019

- Welcomed and assisted guests, ensuring smooth check-in and check-out processes.



- Managed bookings and responded promptly to guest inquiries.
- Addressed complaints with professionalism and turned issues into positive outcomes.
- Promoted hotel facilities and upsold packages to enhance the guest experience.

Education

KENYA UTALII COLLEGE | NAIROBI KENYA DATES 2013-2016

- Diploma in Hospitality Management

KENYA UTALII COLLEGE | NAIROBI, KENYA DATES 2014-2016

- Certificate in Front Office Operations and administration
- Front Office Operations and administration

Key Skills & Abilities

Languages Spoken: English and Kiswahili

- Leadership: was promoted to a Front Office Supervisor
- Effective Communication skills
- Good Customer service and interpersonal skills
- Attention to details
- Flexible and adaptable
- Team player

HOBBIES/INTERESTS

- Swimming
- Painting/drawing
- Cooking
- Dancing and music
- Outdoor activities