# JACOB OTIENO

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# Hotel Reception

***Over 8 Years of Experience***

Friendly, detail-oriented, and customer-focused Hotel Receptionist with over 3 years of experience in front desk operations, reservations, and guest relations. Skilled in providing exceptional guest service, handling bookings efficiently, and maintaining a welcoming atmosphere. Proficient in Opera and Cloudbeds hotel systems. Known for professionalism under pressure and a passion for ensuring every guest leaves with a smile and a reason to return.

# Skills

* Front desk and reception operations
* Guest relations and communication
* Hotel booking systems (Opera, Cloudbeds)
* Professional phone and email etiquette
* Team collaboration and adaptability
* Continuous professional development

# Work Experience

**Hotel Receptionist – PrideInn Hotel, Nairobi January 2020 – Present**

* Welcomed and checked in over 100 guests daily, ensuring smooth arrivals and departures.
* Resolved guest concerns promptly, maintaining a 98% satisfaction score.
* Collaborated with housekeeping and reservations to optimize room availability and service flow.

**Front Desk Assistant – Sarova Panafric, Nairobi May 2016 – December 2019**

* Welcomed guests warmly and managed in-person and phone inquiries.
* Handled room allocations and updated daily occupancy reports.
* Processed check-outs and maintained booking logs.

# Education

* Bachelor’s Degree in Hospitality and Tourism Management — Kenyatta University
* Diploma in Marketing — Kenya Utalii College

**Certifications & Workshops**

* Certificate in Customer Service Excellence – Kenya Utalii College
* Certificate in Basic Computer Applications – ABMA Training Institute

**References**

Available upon request.