

# 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 – Pridelnn 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.