**MICHAEL KIPRONO**

username@email.com |+254 7XX XXX XXX | linked.com/in/username

**Hotel Manager**

***Over 1 Years of Experience***

Motivated and enthusiastic hotel management fresher seeking an opportunity to gain hands-on experience in a dynamic hotel environment. Eager to apply classroom knowledge in guest service, food and beverage operations, and front office management while contributing to excellent customer satisfaction.

**Skills**

Guest Service & Customer Relations Time Management & Teamwork

Food & Beverage Service Front Office & Reservation Handling

Professional Grooming & Communication

**Industrial Training**

**Attachment– Panafric Hotel, Nairobi Jan 2021 – Present**

* Assisted in setting up breakfast and lunch buffets in the restaurant.
* Supported front office staff with guest check-ins and room allocation.
* Maintained high cleanliness and service standards during events.

**Education**

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

**Certifications & Workshops**

* Certified Professional in Sales Management (CPSM)
* Hospitality Sales and Marketing Training – Kenya Utalii College

**References**

Available upon request.