

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.