# JANE WANJIKU

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

# Front Office Supervisor

***Over 8 Years of Experience***

Experienced Front Office Supervisor with over 8 years in Kenya’s hospitality industry, specializing in guest satisfaction, front-desk management, and team leadership. Skilled in handling high-traffic hotel operations, coordinating with multiple departments, and maintaining a positive guest experience. Proven record in improving efficiency and service quality in top hotel brands.

# Skills

* Guest Relations & Communication
* Team Management & Train
* Reservations (Opera PMS, Fidelio)
* Budgeting & Cost Control
* Problem Solving & Decision Making
* Continuous professional development

# Work Experience

**Front Office Supervisor – PrideInn Hotel, Nairobi January 2020 – Present**

* Improved guest satisfaction ratings by 20% through better staff coordination and training.
* Reduced booking errors by 30% by introducing a new reservation tracking system.
* Led a team of 12 front-desk staff, ensuring smooth check-ins and check-outs during peak seasons.
* Handled VIP and corporate clients with professionalism, increasing repeat bookings.

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

* Assisted in managing daily front-office operations for a 120-room property.
* Processed reservations using Opera PMS and handled guest billing with accuracy.
* Collaborated with housekeeping and F&B teams to maintain 95% on-time room readiness.
* Awarded Employee of the Month for outstanding service and teamwork.

# Education

* Diploma in Hotel and Restaurant Management - Kenya Utalii College| 2020 – 2024

**Certifications & Workshops**

* Certificate in Hospitality Sales & Service Excellence (AHLEI)
* Leadership & Customer Care Training – Kenya Utalii College

**References**

Available upon request.