

JANE WANJIKU

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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 – Pridelnn 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.