# AGNES KOECH

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# Career Objective

Motivated and service-oriented individual seeking an entry-level position in a hotel or hospitality environment. Passionate about creating positive guest experiences, maintaining cleanliness and order, and supporting team success. Eager to learn, grow, and contribute to delivering quality service in a professional hotel setting.

# Skills

* Excellent communication and interpersonal skills
* Customer service and guest relations
* Time management and multitasking
* Handling check-ins and check-outs
* Cash and card payment management
* Problem-solving and conflict resolution

# Internship Experience

**Front Desk Intern – PrideInn Hotel, Nairobi January 2020 – Present**

* Manage daily check-ins, check-outs, and reservations for over 100 guests.
* Handle guest inquiries, feedback, and complaints with professionalism and empathy.
* Coordinate with housekeeping and kitchen teams to ensure smooth service delivery.

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

* Supported concierge and call center operations to enhance guest experiences.
* Processed bookings and payments using Opera PMS and other hotel management systems.
* Assisted with guest transportation and local recommendations for business travelers.

# Volunteer Experience

**Volunteer Event Assistant – St. John’s Community Centre, Nairobi December 2022**

* Helped organize hospitality and catering for a community event serving over 200 guests.
* Supported food serving and cleanup, ensuring high hygiene standards.
* Worked with a team to maintain order and assist attendees politely.

**Student Hospitality Club – Kenya Utalii College May 2016 – December 2019**

* Supported concierge and call center operations to enhance guest experiences.
* Processed bookings and payments using Opera PMS and other hotel management systems.
* Assisted with guest transportation and local recommendations for business travelers.

# Education

* Participated in college hospitality training events and mock restaurant setups.
* Practiced table setting, guest greeting, and basic serving techniques.

**Certifications & Workshops**

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

**References**

Available upon request.