

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 – PridelInn 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.