# FAITH WANJIRU

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# Hotel Customer Service Specialist

***Over 8 Years of Experience***

Customer-focused hotel professional with 3 years of experience in front office and guest relations at leading hotels in Nairobi. Passionate about delivering excellent service, handling guest inquiries efficiently, and maintaining high satisfaction ratings.

# Skills

* Guest relations & communication
* Problem-solving and multitasking
* Reservations (Opera PMS, Fidelio)
* Professional phone and email etiquette
* Team collaboration and adaptability
* Continuous professional development

# Work Experience

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

* Welcomed and checked in over 100 guests daily, ensuring smooth arrivals and departures.
* Resolved guest concerns promptly, maintaining a 98% satisfaction score.
* Collaborated with housekeeping and reservations to optimize room availability and service flow.

**Guest Service 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.

# 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.