

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 – Pridelnn 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.