# **MOHAMED RABAR**

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# **Hotel Manager**

***Over 7 Years of Experience***

Experienced Hotel Manager with over 7 years of progressive experience in hotel operations, guest relations, and team leadership. Skilled in improving service quality, managing budgets, and maintaining high occupancy rates. Demonstrated success in optimizing daily operations, ensuring guest satisfaction, and developing effective staff training programs. Committed to delivering excellence and driving growth in the competitive hospitality sector.

**Skills**

Hotel Operations Management Staff Training & Leadership Customer Service Excellence Inventory & Cost Control

Health and Hygiene Compliance Budgeting Reporting

# **Professional Experience**

# **Hotel Manager – La Mada Hotel, Nairobi Jan 2021 – Present**

* Supervised daily restaurant operations, managing a team of 25 staff across service, kitchen, and cleaning departments.
* Increased monthly revenue by 18% through improved menu design and customer loyalty programs.
* Implemented new POS systems and staff scheduling software to enhance efficiency.
* Maintained a 95% customer satisfaction score through consistent quality and personalized service.

# **Assistant Hotel Manager – Tamarind Group, Mombasa Jan 2021 – Present**

* Supported the restaurant manager in daily operations, staff supervision, and guest relations.
* Assisted in planning and executing private events, weddings, and corporate dinners for up to 200 guests.
* Trained new hires on service standards, safety procedures, and team collaboration.
* Monitored inventory levels and reduced wastage by 12% through effective control measures.

# **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.