

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
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- 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.