

Free Hospitality Responsibilities CV Template

Make writing your CV easier with our ready-to-use hospitality responsibilities template. It's pre-filled with sample duties and achievements for hotel, restaurant, and tourism roles, making it simple to customize for your experience.

1. Hotel Receptionist

- Welcomed over 100 guests daily, managing check-ins and check-outs with 98% accuracy, which improved guest satisfaction scores by 15%.
- Responded to calls and emails within 5 minutes on average, cutting response time by 40% and improving communication efficiency.
- Managed room assignments for over 60 rooms daily, maintaining near 100% occupancy during peak seasons.
- Coordinated with housekeeping and maintenance teams to ensure 95% on-time room readiness.
- Resolved 90% of guest complaints on first contact, leading to a 20% increase in positive reviews.
- Processed payments exceeding Ksh 1 million monthly with zero billing discrepancies.

2. Waitress / Waiter

- Served an average of 80–100 customers per shift, maintaining high service standards.
- Promoted daily specials and upsold menu items, increasing daily sales by 10–15%.
- Reduced table turnaround time by 20%, helping the restaurant serve more guests during rush hours.

- Ensured 99% order accuracy in collaboration with kitchen staff.
- Handled cash and card transactions exceeding Ksh 50,000 daily with zero errors.
- Received positive feedback from over 200 repeat customers, driving loyalty and word-of-mouth referrals.

3. Barista / Café Attendant

- Prepared and served over 150 beverages daily, maintaining consistent quality standards.
- Improved service speed during peak hours by 25% through memorizing popular recipes.
- Increased pastry and snack sales by 30% through effective upselling.
- Maintained a 100% hygiene compliance record during routine inspections.
- Built relationships with 50+ regular customers, boosting repeat business and loyalty.

4. Housekeeping Attendant

- Cleaned and maintained 20–25 guest rooms daily to a 95% quality rating based on guest surveys.
- Reported maintenance issues within 30 minutes, reducing repair delays by 40%.
- Maintained zero safety violations by strictly following health and cleaning procedures.
- Assisted in training 5 new staff members, improving department efficiency by 20%.
- Contributed to a 10% increase in overall hotel cleanliness scores.

5. Chef / Cook

- Prepared meals for 100+ guests daily while maintaining portion and presentation standards.
- Led a kitchen team of 5–7 staff, improving teamwork and reducing order delays by 25%.
- Reduced food waste by 15% through accurate inventory and meal planning.
- Achieved 100% compliance with food safety and hygiene regulations.
- Introduced 3 new dishes that increased menu sales by 12% and received positive guest feedback.

6. Bartender

- Served 200+ drinks per shift, maintaining speed and accuracy during peak hours.
- Upsold premium beverages and cocktails, boosting bar revenue by 20%.
- Maintained full compliance with age and safety verification procedures.
- Balanced till transactions worth Ksh 100,000+ weekly with zero discrepancies.
- Encouraged repeat patronage, contributing to a 15% increase in returning customers.

7. Hotel Supervisor / Manager

- Supervised a team of 25 staff across departments, ensuring smooth daily operations.
- Increased overall customer satisfaction by 18% through improved service delivery.

- Reduced operational costs by 10% through better resource management.
- Improved staff performance scores by 25% through training and mentorship.
- Worked with marketing teams to raise occupancy rates by 20% during low seasons.

8. Front Office Manager

- Led a reception team of 6 staff, cutting guest check-in time by 30%.
- Maintained 100% billing accuracy, minimizing disputes and delays.
- Coordinated with housekeeping and maintenance for real-time service updates, improving response speed by 25%.
- Implemented review monitoring strategies that improved online ratings from 4.2 to 4.7 stars.
- Conducted monthly staff training that increased customer service scores by 15%.

9. Guest Relations Officer

- Handled 50+ guest inquiries daily, including VIP and special requests.
- Improved guest satisfaction by 20% through personalized follow-ups and problem resolution.
- Resolved 95% of complaints within 24 hours, boosting loyalty scores.
- Collected and managed 100+ guest testimonials, enhancing marketing and online presence.
- Supported promotional campaigns that increased return visits by 10%.

10. Reservations Officer

- Processed 60+ bookings per day via phone, email, and online systems.
- Maintained real-time availability updates, reducing overbookings to 0%.
- Secured corporate and group bookings worth over Ksh 500,000 monthly.
- Provided detailed room and rate information that improved booking conversions by 25%.
- Kept precise booking records, improving report generation speed by 30%.