**MARY SMITH**

username@gmail.com |+254 111 XXX XXX | Nairobi, Kenya

**Admin/Customer Relations Assistant**

***Over 6 Years of Experience***

Customer-oriented hospitality professional with over 6 years of experience in hotel operations, guest services, and food & beverage management. Known for maintaining high service standards, building strong guest relationships, and improving operational efficiency. Demonstrates a consistent ability to manage high guest volumes, train staff, and support smooth day-to-day operations.

**Skills**

Guest Relations & Front Office Operations Food & Beverage Service Management

Event Setup & Banquet Service Cash Handling & POS Systems

Team Training & Leadership Health, Safety & Hygiene Compliance

**Work Experience**

**Cashier — *Green Savannah Cafeteria,* Nairobi Kenya April 2024 – Present**

* Greeted and served more than 80 customers daily, ensuring a professional and welcoming environment.
* Handled cash transactions worth KSh 50,000+ per day, issued receipts, and maintained accurate sales records.
* Resolved 95% of customer inquiries and complaints promptly, improving overall customer satisfaction.
* Maintained a neat and organized cashier and reception area, promoting a positive brand image.

**Guest Relations Officer - Hilton Garden Inn, Nairobi *Jan 2022 – Present***

* Welcomed 200+ guests daily, ensuring personalized service and smooth check-ins/check-outs.
* Maintained an average guest satisfaction rating of 95% based on post-stay surveys.
* Coordinated with housekeeping and food service teams to meet special guest requests on time.
* Managed VIP and corporate bookings, increasing repeat bookings by 20%.
* Handled guest complaints professionally, resolving 90% of issues before escalation.

**Education**

**Diploma in Hotel and Hospitality Management** *Boma International Hospitality College, Nairobi* *Graduated: 2016*

**Kenya Certificate of Secondary Education (KCSE)** *Karura Secondary School, Nairobi* *Graduated: 2012*

**Certifications & Workshops**

* Certificate in Food & Beverage Service — *Kenya Utalii College, 2018*
* First Aid & Fire Safety — *Kenya Red Cross, 2020*
* Customer Experience Training — *Hilton Academy, 2022*

**References**

Available upon request.