

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.